ORACLE

Oracle Industry Playbook

Professional Services

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Professional Services

Whether you’re a consulting business, accounting firm, law firm, staffing provider, or business services provider, you must be exceeding client expectations every time, everywhere. Improve operations and scale globally by connecting finance, HR, project management, and additional lines of business to better understand client needs, identify opportunities for growth, and increase profitability.

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Key Imperatives for Professional Services

1. Exceed customer expectations and compete on value
2. Strategically leverage mergers and acquisitions for growth and competitive edge
3. Attract, recruit, and retain top talent
4. Streamline operating costs and protect operating margins to grow your business at scale

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Forces Shaping the Professional Services Industry

INDUSTRY CHALLENGES		VISION OF SUCCESS
People Labor shortage and limited lifestyle flexibility make it difficult to attract and retain next generation of talent.	→	The ability to grow and retain a diverse next generation workforce enabling employees to do their best work, develop their careers anywhere in the world, and enjoy work life balance.
Client Engagement Driving competitive differentiation through new service offerings, flexible delivery models, and a global workforce.	→	Loyal customer base with steady expansion of existing clients and strong win rates for new business with a subscription-based billing model and analytics to gain early client insight.
Profitability Professional services firms face ever-growing demands from their clients to deliver increased value faster and provide a clear return on their investment.	→	Refined processes to communicate and deliver greater project value—focus on efficient execution and successful outcomes through modern project methodologies, flexible delivery models, continuous change management, and collaborative project teams.
Technology Process and information silos from mergers and acquisitions make it difficult for employees to be effective in the back office and on the field.	→	Data-driven business with connected processes and centralized data repositories for HR, projects, finances, marketing, and sales that enable smarter staffing, talent management, cost management and service delivery.
Innovation Developing a culture of innovation and collaboration in a hybrid work environment as employees join with high digitization expectations and clients have increasing expectations for innovation.	→	Investing in new technology-based services and cross-generational technology experiences so professional services are best placed to communicate and deliver their benefits to clients securely from anywhere.

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Oracle Industry Suite for Professional Services

Future-proof your business with a secure, scalable, high-performance cloud

Oracle Applications

ERP Enterprise Resource Planning

- Global Accounting
- Performance Management
- Procurement
- Projects
- Risk Management and Compliance
- Billing
- Customer

SCM Supply Chain and Manufacturing

- Materials Management
- Product Lifecycle Management
- Quality Management

HCM Human Capital Management

- Human Resources
- Payroll
- Talent Acquisition
- Talent Management
- Workforce Management
- Employee

CX Customer Experience

- Customer Experience Core
- Sales
- Marketing
- Commerce
- Sales Planning
- Quote and Order Management
- Subscription Management
- Service
- Partner Relationship Management

3rd Party Applications / Partner Solutions

- Investments (FIS, other)
- Debt Management (FIS, other)
- Payroll (ADP, other)
- Background Check (HireRight, etc.)
- Sales and Use Tax (Vertex, Avalara)
- Treasury (Kyriba)
- Payroll Tax Filing (ADP, other)
- Social Ideation (Sprinklr, Quiq)

Platform Services

PS Platform Services

- Compute
- AI / ML
- Integration
- Security
- Extensibility
- Analytics
- Data

Commercial and Industry Specific Clouds

Cloud@Customer

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Oracle Fusion Cloud Applications Suite

A platform for enterprise-wide transformation

Customer Experience

- Marketing
- Sales
- Service

Supply Chain & Manufacturing

- Supply Chain Planning
- Inventory Management
- Manufacturing
- Maintenance
- Product Lifecycle Management
- Procurement
- Order Management
- Logistics

Enterprise Resource Planning

- Financial Management
- Procurement
- Project Management
- Risk Management and Compliance

Enterprise Performance Management

- Planning, budgeting, and forecasting
- Profitability and Cost Management
- Financial Consolidation and Close
- Account Reconciliation
- Tax Reporting
- Enterprise Data Mgmt.

Human Capital Management

- Human Resources
- Talent Management
- Workforce Management
- Payroll

Data Intelligence

Revenue Transformation | **Back-office Unification**

Customer Experience

Supply Chain Unification | **Financial Excellence** | **Empowered Workforce**

Connected Planning

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Oracle Fusion Cloud ERP

AI-Powered Finance

Financials

- General Ledger
- Accounting Hub
- Payables & Assets
- Treasury & Payments
- Expense Management
- Receivables & Collections
- Bill & Credit Management
- Revenue Management
- CPQ / Subscription Management
- Joint Venture Management
- Lease Accounting

Procurement

- Supplier Qualification Management
- Sourcing
- Procurement Contracts
- Self Service Procurement
- Purchasing
- Supplier Portal
- Spend Classification

Project Management

- Cost Management & Control
- Billing & Revenue Mgmt
- Planning, Scheduling & Forecasting
- Project Asset Management
- Project Management
- Resource Management
- Program Management
- Grant Management
- Task Management

Enterprise Performance Management

- Enterprise Planning
- Profitability & Cost Mgmt
- Narrative Reporting
- Financial Consolidation & Close
- Account Reconciliation
- Tax Reporting
- Enterprise Data Management

Risk Management

- Separation of Duties Reporting (SOD)
- Preventive SOD User Provisioning
- Security Monitoring
- User Access Reviews & Certifications
- Fraud & Payment Monitoring
- Configuration & Audit Monitoring
- Internal Control Assessments
- Risk & Controls Matrix
- Workforce Health & Safety

Touchless Operations

Predictive Insights

Connected Actions

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Oracle Fusion Cloud SCM

Deep Functional Integration Connecting the Digital Thread

Supply Chain Planning

- Demand Management
- Supply Planning
- Sales & Operations Planning
- Supply Chain Collaboration

Supply Chain Execution

- Inventory
- Costing
- Manufacturing
- Maintenance
- Quality
- Production Monitoring

Order Management

- Order Management
- Product Configuration
- Order Pricing
- Global Order Promising
- Channel Revenue Management

Logistics

- Transportation Management
- Global Trade Management
- Warehouse Management
- Logistics Network Modeling

Product Lifecycle Management

- Innovation Management
- Product Hub
- Product Development
- Quality Management

Procurement

- Sourcing
- Contracts
- Purchasing
- Supplier Management

Strategic Sourcing | **Smart Operations** | **Perfect Order** | **Strategic Sourcing**

Revenue Transformations

End to End Visibility

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Oracle Fusion Cloud HCM

Empowering Employee Success for Exceptional Business Outcomes

Human Resources

- Benefits
- Core HR
- Work Life
- Workforce Modeling & Predictions
- Strategic Workforce Planning
- Advanced HCM Controls

Talent Management

- Recruiting
- Onboarding
- Learning
- Career Development
- Opportunity Marketplace
- Performance Management
- Compensation
- Succession Planning
- Dynamic Skills

Workforce Management

- Time & Labor
- Workforce Scheduling
- Workforce Labor Optimization
- Absence Management
- Workforce Health & Safety

Payroll

- Payroll
- Payroll Core
- Payroll Interface

Employee Experience

- HCM Communicate
- Journeys
- Connections
- Grow
- Touchpoints
- Celebrate
- HR Help Desk
- Digital Assistant

Intelligent & Automated People Processes

Hyper-Personalized Experiences

End-to-End Visibility

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Oracle Fusion Cloud CX

Maximizing the Power of Your Enterprise Data and AI

Marketing

Unity Customer Data Platform
Eloqua Marketing Automation
Responsys Campaign Management
CrowdTwist Loyalty and Engagement

Sales

Fusion Sales
Sales Force Automation
Configure, Price, Quote (CPQ)
Subscription Management
Commerce
Incentive Compensation

Service

Fusion Service
Digital Customer Service
Field Service
Knowledge Management
Service Logistics

Revenue Transformation

Service Automation

Marketing and Sales Unification

Single Customer View

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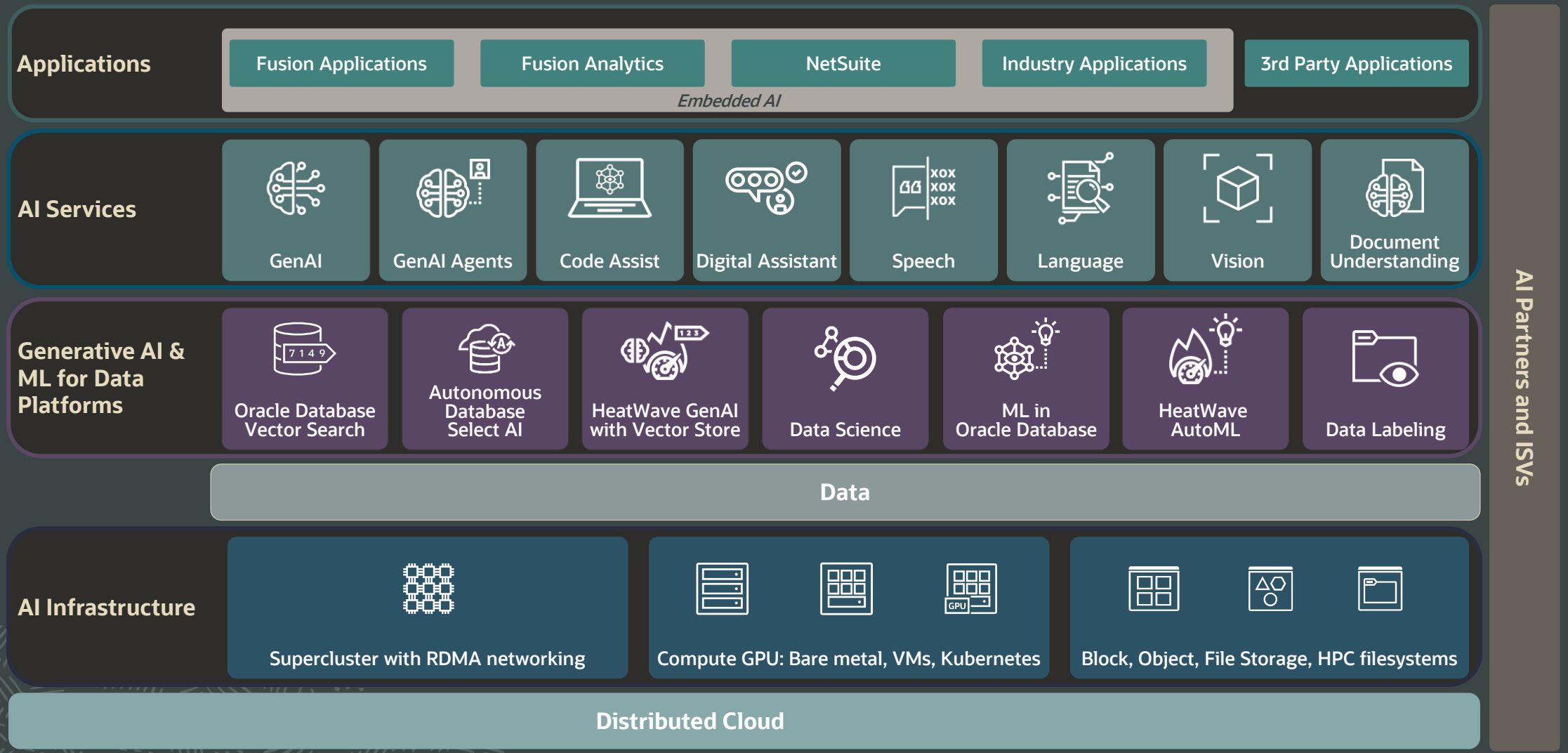
The Oracle AI Stack



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Extensive Partner and ISV Ecosystem

+20,000

Partners and ISVs

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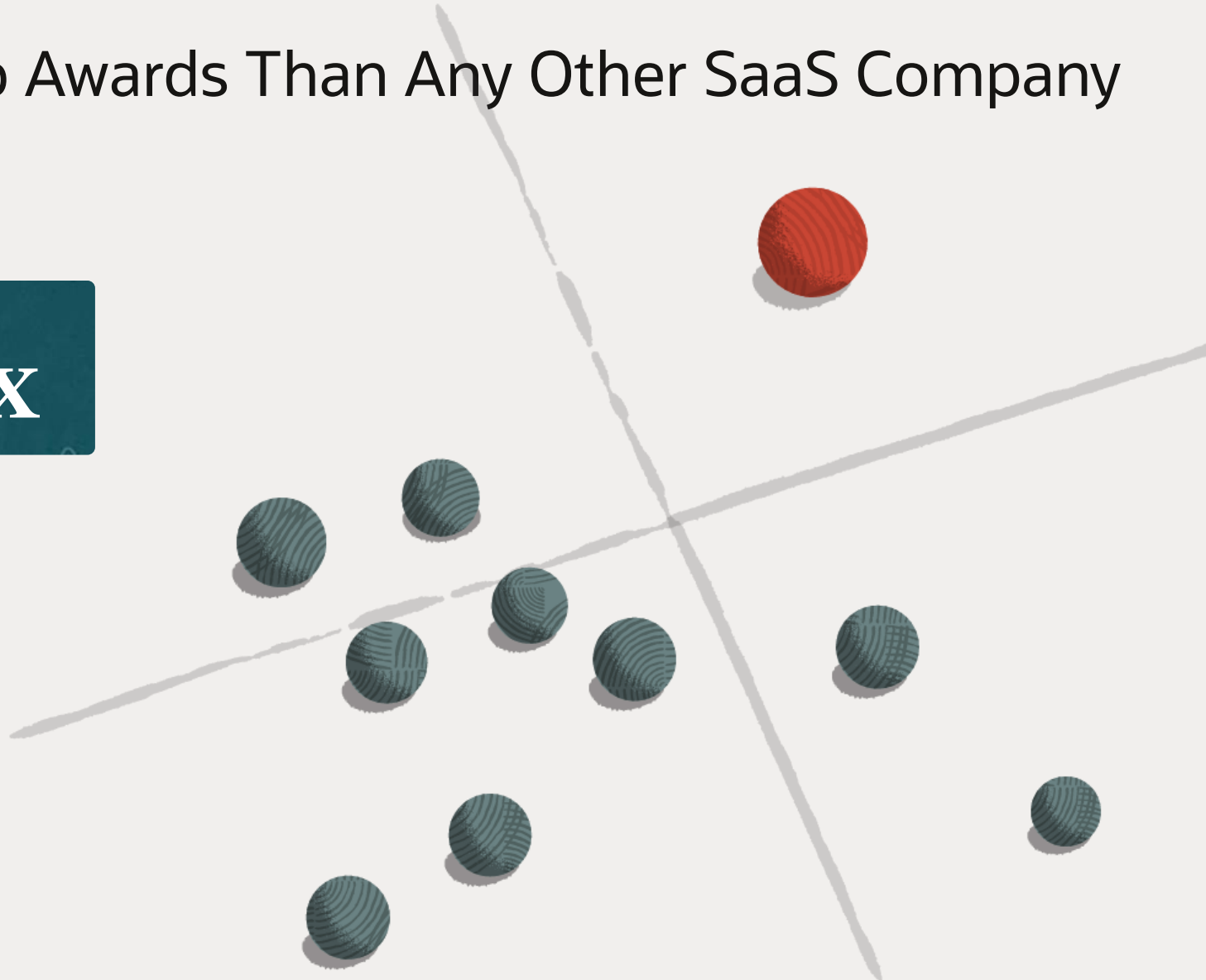
More Industry and Leadership Awards Than Any Other SaaS Company

ERP	SCM	HCM	CX
28X	10X	8X	22X

Gartner, Forrester, IDC, Omdia

Number of times top-tier analyst firms placed Oracle in a leadership position over the last 36 months



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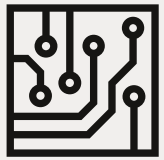
Why Oracle?

Complete Suite

Best-of-breed apps designed and built for changing customer needs—with machine learning, process automation, and other customer-driven innovations.

Finance, HR, supply chain, manufacturing, marketing, sales, service and analytics built to work together.

100s of new features each quarter.



Best Technology

Next-generation cloud infrastructure (OCI) designed for Fusion Applications.

The only public cloud with the performance, security and availability to run your mission-critical operations.

40 cloud regions worldwide for commercial and government with 9 more planned.

Applications Platform

Award-winning consumer-grade+ user experience built with Redwood Design System.

The same tools for all developers to easily personalize, extend and build applications.

Self-learning and self-improving applications.

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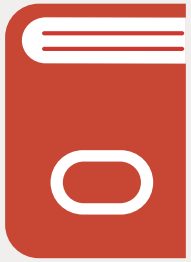

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