April 14, 2022

Announcing Oracle E-Business Suite Enterprise Command Centers - April 2022 Update

Oracle is pleased to announce the April 2022 update of the Oracle E-Business Suite Enterprise Command Centers, a set of tightly integrated, information-rich dashboards to help Oracle E-Business Suite 12.2 users identify and act on priority transactions without custom operational reporting. (*Video announcement*)

This latest update – the eighth since we introduced Enterprise Command Centers in October 2018 – delivers 1 new command center, 13 new dashboards, and many new visualizations:

- Cost Management: Margin Analysis
- Projects: Investment Turn
- Lease and Finance Management: Lease Cash Flow
- Order Management: Returns
- Inventory Management: Track & Trace
- Service: Service History Diagram
- Bills of Material Command Center
- Genealogy, Track & Trace for More Manufacturing Types:
  - Process Manufacturing: Genealogy & Trace
  - Project Manufacturing: Genealogy & Trace
  - Outsourced Manufacturing: Track & Trace
  - Quality: Track & Trace

Overall, there are now 33 Enterprise Command Centers with more than 130 role-based dashboards for the following Oracle E-Business Suite products:

- **Financial Management**: Receivables, iReceivables, Payables, Assets, Lease Contracts (Financials), Lease and Finance Management

- **Order Management and Logistics**: Order Management, Inventory Management, Advanced Pricing, iStore, Landed Cost Management, Channel Revenue Management, Incentive Compensation

- **Asset Lifecycle and Service**: Enterprise Asset Management, Asset Tracking, Service Contracts, Service (TeleService), Field Service, Depot Repair

- **Procurement and Projects**: iProcurement, Procurement, Projects, Project Procurement, Contract Lifecycle Management for Public Sector

- **Manufacturing**: Bills of Material, Discrete Manufacturing, Process Manufacturing, Outsourced Manufacturing, Project Manufacturing, Cost Management, Quality

- **Human Capital Management**: Human Resources, Payroll

Oracle E-Business Suite Enterprise Command Centers – Key Benefits

Enterprise Command Centers are central to the Oracle E-Business Suite 12.2 modern user experience, providing intuitive, business intelligence-style dashboards from which users can begin their Oracle E-Business Suite sessions. Users can browse and drill on key indicators, charts and graphs and leverage consumer-like search and filters to quickly identify and act on their highest business priorities. Increasingly, users can interact with network diagrams to analyze trends and root causes for complex operational issues and find opportunities for business improvement.

Enterprise Command Centers integrate tightly with the Oracle E-Business Suite UI and security system. Users remain within their Oracle E-Business Suite sessions as they navigate from a command center dashboard to a transaction page and back, or act from within a dashboard using a command center pop-up.

With Enterprise Command Centers, Oracle E-Business Suite users have a better, more productive user experience, while IT has reduced demand for custom operational reports.

Enterprise Command Centers are easy to deploy, and are available at no additional cost to licensed users of the underlying Oracle E-Business Suite products. While you must be running Release 12.2.4 or higher to deploy the command centers, you need not be running one of the latest 12.2.X releases, such as 12.2.11, to uptake the latest command center updates.

"The April 2022 Enterprise Command Center Update delivers many new UI and functional capabilities that Oracle E-Business Suite customers can use to enhance and extend current business processes," said Cliff Godwin, Senior Vice President, Applications Development. "It continues our pattern of providing ongoing suite-wide and family-level updates, demonstrating Oracle's commitment to continuous innovation for Oracle E-Business Suite 12.2."

Oracle E-Business Suite Enterprise Command Centers – Highlights of April 2022 Update

Cliff Godwin describes the latest command center updates and demonstrates business use cases for them in the video "Oracle E-Business Suite Enterprise Command Centers – April 2022 Update". The following sections share some highlights:

Cost Management Command Center: Margin Analysis – The Cost Management Command Center, designed to help cost management professionals manage timely period close, adds a Margin Analysis dashboard to enable analysis and optimization of product margins, sales revenue, and cost of goods sold for business activities managed with Oracle E-Business Suite.

For example, a VP Finance can use the Margin Analysis dashboard to visualize how margins overall are trending over time, and determine which individual products are contributing most to margins. They can analyze above-average and below-average products in terms of gross margin and costs, then decide which products would benefit from greater versus less sales focus, or a change in pricing.

A VP Finance also can explore sales on multiple dimensions, addressing questions such as:

- Are we achieving higher gross margins in one territory versus another?
- Which sales channels and which sales representatives are most effectively contributing to gross margins?
- To which customers are we selling the most?

Projects Command Center: Investment Turn – The Projects Command Center helps users efficiently manage and control budgets, costing, billing, and capitalization processes. The new Investment Turn dashboard lets project-centric organizations accelerate cash flow. Users can identify bottlenecks in billing and invoicing, find opportunities to invoice customers for completed work, and resolve issues and disputes that may delay cash collection.

Lease and Finance Management Command Center: Lease Cash Flow – The Lease and Finance Management Command Center helps increase throughput and scalability for the lease financing business. A new Lease Cash Flow dashboard lets users improve cashflow by accelerating the application of cash to lease invoices. A new network visualization lets cash application administrators manually apply cash to invoice lines in cases where the cash receipts cannot automatically be matched to full invoice amounts. Using the network diagram, a user examining a cash receipt can identify the customer, the customer's lease contracts with open invoices, and all the invoice line amounts. In many cases, it may be easy to identify that a cash receipt matches several lines on an invoice, but excludes other lines on the invoice. The user can move directly from the network diagram to the transaction screen where they can apply the cash to the matching invoice lines.

Order Management Command Center: Returns – The Order Management Command Center lets users accelerate order flow and quickly act on order exceptions. It now provides a Returns dashboard to aid the investigation of sales order returns trends and root causes.

For example, a supply chain manager investigating returns over the past year could quickly narrow in on the main reason for returns: "damaged products." From there, they could drill to see that inkjet printers represented the largest share of damaged products, and further, that most damaged printers were handled by a single freight carrier working out of the Dallas warehouse.

With this insight, the supply chain manager could decide whether to work with the freight carrier to improve their printer handling, or to seek a replacement carrier.

Inventory Management Command Center: Track & Trace – The Inventory Management Command Center helps users prioritize and expedite materials management activities. It now includes a Track & Trace dashboard for root cause and problem analysis of issues that can arise in material handling and storage.

An example use case would be an inventory manager investigating customer rejections of sales orders shipped to Atlanta. The sales orders initially appear to have little in common – each is for a different product, picked from a different locator. However, using the Track and Trace dashboard, the inventory manager can quickly discern that each of the problem orders was packed by the same new hire worker. The inventory manager then can track other sales orders packed by the new hire and mark them for additional inspection prior to shipment.

Service Command Center: Service History Diagram – The Service Command Center helps enterprises streamline service delivery and billing. A new Service History Diagram enables efficient resolution of new service requests based on analysis of past requests for similar issues.

For example, a service call center worker with an escalated service request (SR) can search the Service History Diagram for completed SRs with the same error code. Finding a similar such SR, they can review the debrief notes for insight into how to resolve the current, escalated SR. The service worker then can create a linkage between the current SR and the prior "base" SR to expedite the resolution of similar SRs in future.

Bills of Material Command Center – The new Bills of Material Command Center helps users efficiently manage product configurations and manufacturing change orders. With the bills of material (BOM) network diagram, users can visualize current and future product configurations before approving and implementing manufacturing changes.

Users can inspect proposed component changes and their effectivity dates, and see "Item Where Used" as well as indented bills of material views. Users can compare newly added, disabled, and changed components, and review BOM configurations for past bill revisions, alternate bills, and common bills for an assembly across organizations.

For example, a product manager evaluating product configuration changes to a current sunglasses model could use the Bills of Material Command Center to visualize various lens options before implementing a change order to replace the current lens with a more modern lens.

Process Manufacturing Command Center: Genealogy & Trace – The Process Manufacturing Command Center helps users manage production operations and quality more efficiently. A new Genealogy & Trace dashboard lets users efficiently trace product genealogy for root cause and impact analysis.

An example use case: Suppose a company that has recently entered the hand sanitizer business learns that some sanitizer lots are linked to customer skin irritations. A quality manager could use the Genealogy & Trace diagram to trace the problem sanitizer lots to a single, common ethyl alcohol lot. Suppose that further tracing reveals that quality samples from the problem ethyl alcohol lot showed a methanol level at the high end of the acceptable range. The discovery could lead the quality manager to reduce the maximum allowed methanol level for ethyl alcohol used in future hand sanitizer manufacture. The quality manager also could take steps to mitigate current impacts, such as:

1. Stop an in-process production batch that includes the problem lot of the ethyl alcohol ingredient
2. Quarantine any lots of finished goods inventory that include the problem ingredient
3. Place on hold any orders where sanitizer lots that include the problem ingredient were picked but where the orders have not yet shipped

Project Manufacturing Command Center: Genealogy & Trace – The Project Manufacturing Command Center helps users efficiently manage project manufacturing and supply chain operations. A new Genealogy & Trace dashboard lets users discover and address project supply chain issues proactively with traceability and impact analysis.

An example use case: Suppose a work order is delayed by late shipment of material from a supplier. Using the network diagram visualization, the production control team can review the purchase order that details the late material and search the project inventory for other projects where the same material is needed. They can consult a new Timeline View that displays start and end dates for the delayed work order, as well as start and end dates for the work orders associated with other projects that need the material. If another project needs the material less urgently, the team can borrow material from the later work order and issue it to the delayed work order to keep production on schedule.

Outsourced Manufacturing Command Center: Track & Trace – The Outsourced Manufacturing Command Center, aimed at more efficient management of outsourcing business, adds a Track & Trace dashboard to help users proactively analyze and address outsourced manufacturing supply chain issues.

An example user case: You place "subcontract orders" with your manufacturing partner to produce assemblies that you incorporate into finished products, or sell as finished goods. You place "replenishment orders" with raw material suppliers who deliver components to

your manufacturing partner. If one of the replenishment orders is late, your manufacturing partner may fail to complete their work on schedule and cause your subcontract order to be delayed. In this scenario, an outsourced manufacturing manager can use the Track & Trace dashboard's network diagram to identify all the replenishment orders for the delayed component and visualize the timing of those orders on the Replenishments Timeline. The Timeline could reveal that material from an on-time replenishment order could be reassigned to the delayed work order, while the delayed replenishment order could supply a later work order – all without impacting the production schedule.

Quality Command Center: Track & Trace – The Quality Command Center helps users proactively manage product and asset quality to minimize business disruptions. It now provides a Track & Trace dashboard for root cause analysis of defects.

An example use case: Suppose a quality manager is reviewing high severity defects in finished goods tests for coated mirror products. Using the Nonconformance Track & Trace diagram, they detect that the defects stem from a plate glass component purchased from one common supplier. Further, nonconformance data from testing of plate glass components at the receiving stage indicate that several had damaged packaging. Based on these insights, the quality manger may conclude that the condition of the raw material received from the plate glass supplier was the root cause of quality problems in the finished goods. From the dashboard, the quality manager then can initiate two corrective actions:

1. Add a stress test to all plate glass shipments that arrive with damaged packaging
2. Via iSupplier Portal, ask the plate glass supplier to improve their packaging to reduce the incidence of quality problems

Oracle Enterprise Command Center Framework – Highlights of April 2022 Update

The Oracle Enterprise Command Center Framework, used to create and modify command centers, includes these April 2022 updates:

- Network Diagram Enhancements
- Timeline Viewer
- Pivot Tables
- Dynamic Date Buckets
- Default Saved Search

Easy Deployment with Oracle E-Business Suite 12.2

An enterprise can add Enterprise Command Centers to Oracle E-Business Suite 12.2 with minimal setup or effort. Using a simple, all-in-one installer, enterprises can rapidly deploy Enterprise Command Centers and achieve seamless, out-of-the-box integration with Oracle E-Business Suite applications.

Unlike a traditional data warehouse that requires replication of security setups from the transaction system, Enterprise Command Centers automatically adhere to existing Oracle E-Business Suite security. The dashboard content the user sees is consistent with Oracle E-Business Suite context and security.

Deployment Details:

The Oracle Enterprise Command Center Framework Release 12.2 V8 Quick Install for Linux x86-64 is currently available via My Oracle Support Patch 33587397. It can be applied to Oracle E-Business Suite Release 12.2.4 and higher.

Instructions for installing the Oracle Enterprise Command Center Framework and for integrating the available command centers with Oracle E-Business Suite are in "Installing Oracle Enterprise Command Center Framework, Release 12.2", Doc ID 2495053.1. The same document explains how to upgrade an existing installation of Oracle Enterprise Command Center Framework from Release 12.2 V2 or higher to Release 12.2 V8.

Supporting Resources on www.oracle.com/ebs - Direct Links

- Oracle E-Business Suite Enterprise Command Centers - April 2022 Update *(Video) [Cliff Godwin's announcement]*
- Oracle Enterprise Command Centers Solution Brief *(PDF) [2-page ECC solution brief]*
- Oracle Enterprise Command Centers Quick Start Guide *(PDF) [ECC patches and information resources]*
- www.oracle.com/ebs-resources *[More Oracle E-Business Suite information resources]*