April 14, 2023

Announcing Oracle E-Business Suite Enterprise Command Centers - April 2023 Update

Oracle is pleased to announce the April 2023 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.

Cliff Godwin, Senior Vice President, Applications Development, describes the latest command center updates and demonstrates business use cases for them in the video "Oracle E-Business Suite Enterprise Command Centers – April 2023 Update".

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.

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 12.2.12, to uptake the latest command center updates.

Today's update is the tenth since we introduced Enterprise Command Centers in October 2018. Overall, there are now 35 Enterprise Command Centers, comprising more than 140 role-based dashboards, for the following E-Business Suite product areas:

- **Financial Management**: General Ledger, Receivables, iReceivables, Payables, Assets, Cash Management, 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**: Discrete Manufacturing, Process Manufacturing, Outsourced Manufacturing, Project Manufacturing, Cost Management, Quality, Bills of Material

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

Oracle E-Business Suite Enterprise Command Centers – Highlights of the April 2023 Update

The April 2023 update delivers many new functional and UI capabilities that Oracle E-Business Suite customers can use to enhance and extend current business processes. These include 11 new dashboards (*), enhancements to existing dashboards, power user personalization, enhancements to the ECC Framework, and more:

- ERP:
  - General Ledger: Account Hierarchy and Period History
  - Cash Management Command Center*
  - iProcurement: Streamlined Employee Shopping Experience
  - Procurement: Purchase Order Details*
  - Projects: Expanded View of Receivables and Disputes
  - Lease and Finance Management: Payment Predictions*
  - Service Contracts: Renewal Predications
  - Incentive Compensation: Compensation Plan Visualizer*
- HCM:
  - HR: Person Search: Enhanced Results and Hierarchical View
  - Payroll: Support for More Legislations
- SCM:
  - Order Management: Order 360*

- o   Inventory: Supply/Demand*
- o   Inventory: Move Orders*
- o   Cost Management: Margin Analysis for Process Manufacturing
- o   Discrete Manufacturing: Work Order Execution Track & Trace*
- o   Outsourced Manufacturing: Track & Trace with Multi-Dataset Timeline
- o   Project Manufacturing: Project Contracts*
- o   Project Manufacturing: Cost Activities*
- • ECC Framework:
  - o   Power User Personalization
  - o   Updated Look and Feel
  - o   Enhanced End User Productivity
  - o   New Visualizations
  - o   Enhanced Time Series Capabilities

The sections that follow share some release highlights.

ERP Highlights:

General Ledger Command Center: Account Hierarchy and Period History – the General Ledger Command Center, applicable to most E-Business Suite customers, improves the accounting cycle and helps managers ensure the accuracy of financial results.

The latest release adds to account analysis capabilities, letting balances be broken out by account hierarchy, as well as by chart of accounts segment. It also provides better insight into a reporting period's activities by enabling quick comparisons with multiple prior periods.

The new capabilities let you narrow in on potential accounting errors. For example, if a period expense looks unusually high as compared with the same period in prior years, you could break down by the chart of accounts department segment to see where the expense fluctuation is concentrated. You could use the new account hierarchy capability to determine that for the department in question, meal expenses for a marketing event were mistakenly categorized as personal meal expenses. From there you could drill to the expense report that caused the issue and take corrective action.

Cash Management Command Center* – the new Cash Management Command Center streamlines manual bank reconciliation with expedited transaction matching, monitoring of reconciliation status, and identification of anomalous transactions that might indicate accounting errors or fraud.

While in general, the reconciliation of bank statements with accounting system entries is automatic, there are cases where manual reconciliation is needed. In such cases, the cash management dashboard displays unreconciled bank statement lines alongside of accounting entries available to be matched.

You can step through individual bank statement lines, filtering the available accounting system entries by date, amount, or other criteria until you find the matches. You can mark the matches from the dashboard to record the manual reconciliations in the system.

iProcurement Command Center: Streamlined Employee Shopping Experience – the iProcurement Command Center improves the employee shopping experience and reduces non-catalog spend.

The latest update improves the layout of item search results so that employees can more easily see item details. It also includes an improved shopping tracker that lets procurement specialists see what employees are searching for, but not finding. This lets them extend catalog coverage to all the items employees are shopping for.

Procurement Command Center: Purchase Order Details* – the Procurement Command Center enables procurement specialists to optimize procurement operations, catalog management, and supplier relationships.

The new Purchase Order Details dashboard provides quick insight into all the lines of a purchase order. It especially benefits cases where purchase orders have hundreds or even thousands of lines, as is typical for the engineering and construction industry and for distributors.

From the dashboard, you can use keywords for item descriptions or item categories to filter to a manageable subset of purchase order lines. Results tables point to key related documents – such as requisitions, receipts, and invoices – so you can get to the purchase order details you need from a single screen with fewer clicks.

Projects Command Center: Expanded View of Receivables and Disputes – the Projects Command Center lets project managers efficiently manage and control budgeting, costing, billing, and capitalization processes. The latest release leverages the integrated suite with an expanded view of collections, receivables, and projects for efficient management of customer disputes and associated supplier payments and deliveries.

For example, in reviewing a customer's billing dispute, you might discover a quality issue in project work done by a subcontractor. You could put all related invoices on hold. These would include invoices that you were preparing to send to the customer for additional work by the same subcontractor, as well as supplier invoices that you received from the subcontractor.

Once the subcontractor's quality issue is resolved, you would release the holds on the customer and supplier invoices. You could review alternate suppliers for any remaining work planned for the subcontractor who did the disputed project work, and consider remapping any future such work to a supplier with a higher quality rating.

Lease and Finance Management Command Center: Payment Predictions* – the Lease and Finance Management Command Center increases throughput and scalability for the lease financing business, which typically involves vendor financing of equipment. The new Payment Predictions dashboard uses predictive analytics to help identify likely cases of lease payment delay.

Suppose you are the receivables manager for a lessor of farm equipment. You could use the new predictive capabilities, which are based on historical behavior and machine learning algorithms, to identify the customer with the longest predicted payment delay.

In this scenario, the system predicts a lengthy payment delay by a customer who has skipped a single payment for a single farming location, but stayed current with payments for the same equipment in other locations. Bad localized weather conditions have disrupted this customer's payment patterns in the past. Based on the system's prediction, you could proactively reach to the customer to confirm their operations status and discuss their need for forbearance.

Service Contracts Command Center: Renewal Predictions – the Service Contracts Command Center helps you streamline service delivery and billing. This release adds a new contract renewal predictions capability that enables early intervention for at-risk renewals.

The system calculates a renewal prediction score for each service contract line, based on a probabilistic model that compares active contracts with historical data and a variety of other factors.

Incentive Compensation Command Center: Compensation Plan Visualizer* – the Incentive Compensation Command Center improves the accuracy and timeliness of the sales compensation process. The new Compensation Plan Visualizer enables faster resolution of sales compensation disputes.

When a sales representative logs a compensation dispute, an analyst can use the Compensation Plan Visualizer to review the sales representative's transactions and the associated commission rates, payment plan, and commission statement. The analyst can quickly determine which factors have contributed to the dispute, and respond to the sales representative's compensation concerns.

HCM Highlights:

Human Resources Command Center: Person Search: Enhanced Results and Hierarchical View – the Human Resources Command Center lets administrators and line managers explore and analyze their workforce to make informed decisions. The latest release enhances Person Search results to show a person, their manager, and their direct reports in

a hierarchical view, thereby conveying organizational context.

Payroll Command Center: Support for More Legislations – the Payroll Command Center adds support for more legislations, including those requiring fiscal year reporting. The payroll legislations now supported include:

- North America: US, Canada, and Mexico
- EMEA: United Kingdom, South Africa, Netherlands, United Arab Emirates, and International Payroll
- APAC: Australia and India

SCM Highlights:

Order Management Command Center: Order 360* – the Order Management Command Center helps you accelerate order flow and quickly act on order exceptions. The prior release focused on analysis of returns to identify the root causes of customer dissatisfaction issues and reduce operational costs. The latest release adds the Order 360 dashboard, which provides a comprehensive view of the order fulfillment cycle and billing status so you can proactively remove fulfillment obstacles.

Suppose the system has flagged a problem with on-time delivery of a high-priority order. With the Order 360 network diagram, you could quickly see that one of the order lines will be fulfilled by drop shipment from an outside supplier, but the shipment is not expected to arrive by the promised date. You might review the corresponding purchase order and find that it specifies ground shipment. After confirming that your supplier can deliver by air, you could update the purchase order to specify the faster deliver method, thereby resolving your fulfillment problem.

Inventory Management Command Center: Supply/Demand* and Move Orders* – the Inventory Management Command Center helps prioritize and expedite materials management activities to optimize outbound fulfillment and inventory accuracy. In the latest release, we added capabilities for efficiently managing stockouts and move orders.

The new Supply/Demand dashboard provides visibility both to inventory level, and to inventory demand that might result in a stockout. From the dashboard, you can reallocate inventory reserved for a future sales order to a near-term sales order to ensure on-time fulfillment. In a similar vein, you can transfer inventory from an organization with a favorable supply/demand balance to an organization that's facing an inventory stockout.

The new Move Orders dashboard increases visibility to and control over inventory move orders. While most move orders are generated by the system in response to sales orders, manufacturing work orders, and planning, there also can be manually-generated move orders – for example, to rebalance inventory among storage areas.

The Move Orders dashboard lets you modify move orders to source material from a different storage area than was originally designated. For example, move orders designated to source material from a freezer that suffered a power interruption could be modified to source the material from a different freezer, or else be cancelled.

Cost Management Command Center: Margin Analysis for Process Manufacturing – the Cost Management Command Center lets manufacturers analyze gross margin, sales revenue and cost of goods sold (COGS) to better run their business. With this release, capabilities earlier provided to discrete manufacturers are now provided to process manufacturers.

Process manufacturing cost analysts can do detailed margin analysis to determine which products are the most profitable. They can break down profitability by sales territory and by sales representative to see who is most effective at selling high margin products. Based on the information, they can recommend adjustments to sales compensation incentives, and identify opportunities for the salespeople most effective at selling high margin products to promulgate sales best practices across the organization.

Discrete Manufacturing Command Center: Work Order Execution Track & Trace* – the Discrete Manufacturing Command Center helps you optimize production operations to meet customer commitments. It earlier provided track and trace capabilities for product genealogy and root cause analysis of product problems. It now adds a Work Order Track & Trace dashboard for tracking and resolving discrete manufacturing schedule delays.

The dashboard includes a timeline that lets you visualize and act on the dependencies of a work order, including resources being applied and other issues affecting the manufacturing process.

For example, suppose a manufacturing operation is stalled by a quality assurance check that is giving inconsistent results. The production supervisor could visualize the issues affecting the delayed manufacturing operation in a single timeline view. Based on that, they could escalate the urgency of recalibrating the faulty test equipment, allowing the quality assurance check to proceed and the stalled manufacturing operation to finish. This lets the overall work order stay on schedule.

Outsourced Manufacturing Command Center: Track & Trace with Multi-Dataset Timeline – the Outsourced Manufacturing Command Center is aimed at efficient management of outsourced business, where you rely on a partner to complete manufacturing operations on your behalf. Typically, your organization is responsible for shipping the materials consumed by your partner's process. You therefore have a keen interest in timely replenishment of materials to keep your partner's process on track.

The Outsourced Manufacturing: Track & Trace dashboard now shows subcontract order execution in a multi-dataset timeline view. With subcontract orders and replenishment orders in the same timeline, you can more easily visualize problems and opportunities to resolve them.

For example, suppose a work order that is scheduled to start today depends on a replenishment order that is scheduled to ship today. With the new capabilities, you could search for a similar work order, scheduled to start next week, for which the replenishment order already was fulfilled. You could swap the two replenishment orders to ensure that both of your work orders stay on track.

Project Manufacturing Command Center: Project Contracts* and Cost Activities* – the Project Manufacturing Command Center helps you efficiently manage project manufacturing and supply chain operations. Earlier releases focused on resolving issues with project management execution, such as component shortages. The latest release increases your ability to manage project contract deliverables for on-time completion, and to manage project manufacturing costs.

The new Project Contracts dashboard helps project managers and contract managers do project-related contract analysis to ensure the timeliness of project deliverables. For example, for a project that will deliver a hundred engines, you could see individual deliverables as they occur, and respond to any delivery delays or supplier issues.

The new Cost Activities dashboard increases visibility into project manufacturing costs. Project managers, cost managers, and financial personnel can use it to gain insights into manufacturing costs by project, cost element, and cost source.

ECC Framework Highlights:

The ECC Framework, used to create and modify command centers, includes these updates:

- New Look and Feel
- Personalization
  - Power User Personalization
  - End User Personalization enhancements
- End User Productivity
  - Refinement enhancements
  - Results table improvements
- New Visualizations
  - Stacked bar charts – percentage view
  - Trellis visualization
  - Network diagram – search within capability
- New Features for Developers

- o Hierarchical query improvements
- o Fiscal date support
- o Enhanced key flexfield support

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 V10 Quick Install for Linux x86-64 is currently available via My Oracle Support Patch 34972734. 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 V10.

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

- Oracle E-Business Suite Enterprise Command Centers – April 2023 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]*