



What customers say about Oracle ERP Cloud

Based on 456 end-user reviews and ratings of Oracle ERP Cloud on TrustRadius

Curated from End-User Reviews on:



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ABOUT TRUSRADIUS

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About This Report

Why Read this Report?

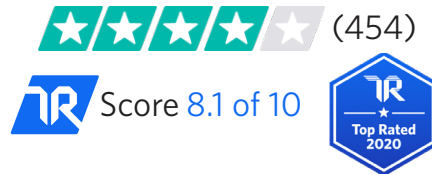
This report is designed to help you make an informed decision about Oracle ERP Cloud. It is based on 127 reviews and 325 ratings of Oracle ERP Cloud on TrustRadius, the trusted review site for business software. By crowd-sourcing user perspectives, we help buyers to get a true sense of the product.

This report includes analysis of the types of customers (company sizes, industries, etc.) that use Oracle ERP Cloud, what companies and users like most about the product, as well as areas for improvement. It also includes user perspectives around the ROI on Oracle ERP Cloud.

Our Methodology

A broad sample of Oracle ERP Cloud's user base has been invited to review the product on TrustRadius. Reviewers were encouraged to provide candid feedback and had the option to remain anonymous. Incentives were also used to motivate responses from a broad spectrum of customers. All reviewers were vetted by our research team to ensure that they were legitimate customers and that their feedback was authentic and unbiased.

Oracle ERP Cloud Product Summary



Product Description

Oracle ERP Cloud is an enterprise resource planning suite delivered via a software-as-a-service (SaaS) model. Organizations use Oracle ERP Cloud to automate and manage day-to-day business activities such as accounting, procurement, project management, risk management and compliance, and supply chain transactions. The suite ties together a multitude of business processes and enables the flow of data between them, automating repetitive and manual tasks, and enabling more powerful insights and analytics across financials, projects, risk management, and other business processes. These analytics are designed to help users to make informed decisions around their financial, procurement, project and risk management functions.

Oracle ERP Cloud is organized into a suite of products tailored to various business needs common to most or all enterprises. The suite covers:

- Financial transactions and processes
- Accounting needs
- Procurement processes

- Project management, administration, and collaboration
- Risk management

ERP is often complemented by enterprise performance management (Oracle EPM Cloud), which covers areas such as financial consolidation and close, planning and budgeting, narrative reporting, tax reporting, forecasting and scenario modeling. By providing such a wide range of functions, the suite aims to provide a centralized platform to connect and support enterprise business processes, data, and decision-making.

Oracle ERP Cloud stands out as a SaaS option for users migrating away from on-premise ERP solutions. By transitioning to a SaaS model, companies no longer have the burden of maintaining, upgrading, and securing their own on-premise software, and they receive software updates from Oracle on a quarterly basis—ensuring that they always have access to the latest advances in new technologies (AI, machine learning, etc.).

Product Features

Oracle ERP Cloud suite includes products that align with key functional areas, as well as capabilities that can be used across the suite, such as reporting, analytics and integrations. Products and features in the ERP Cloud suite include:

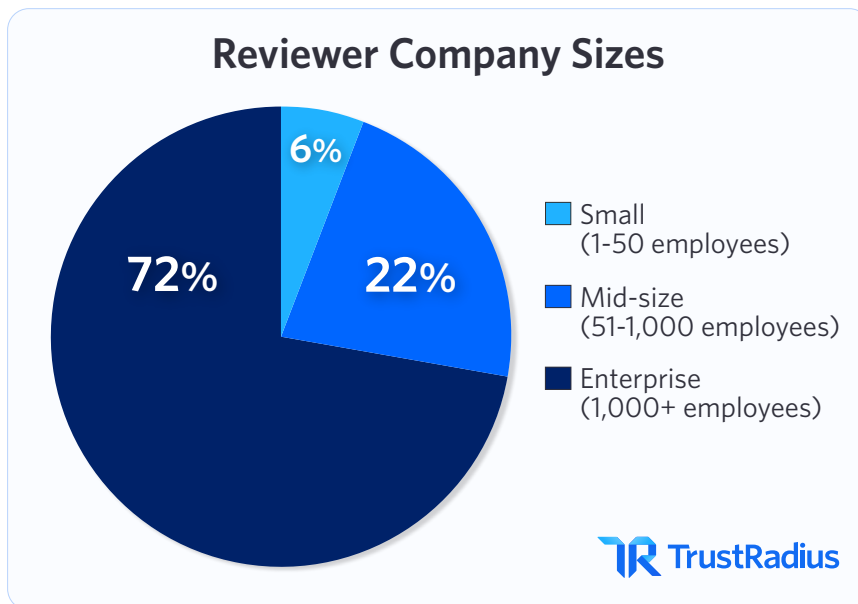
- **Financials:** Oracle Financials offers companies a comprehensive set of tools for accounting, period close, AR and AP management, revenue management, expense management and financial analytics and reporting. It also delivers a foundation for finance processes with enterprise-wide accounting through the Accounting Hub tool. A recent new release includes joint venture accounting management.
- **Project Management:** Oracle Project Management provides a comprehensive set of capabilities for managing projects across the enterprise. It provides one solution for all project-related roles including project managers, team members, resource managers and financial roles. It includes tools for planning and forecasting, cost management, billing and revenue, execution management, task management, resource management and grants management. Originally sold as a separate product, Project Management now comes bundled together with Financials.
- **Procurement:** Oracle Procurement supports activities across the procurement cycle. These include supplier base management, payment processes, contract and compliance management, and streamlining sourcing efforts. By unifying the entire procurement process, it provides more visibility into spend and supplier risk. As part of the larger Oracle Cloud suite of applications, the Procurement product also integrates natively with Oracle Supply Chain Management (SCM) Cloud.
- **Risk Management:** Oracle Risk Management uses AI to automate the monitoring of user access and activity, such as configuration changes and transactions, to protect data and secure financials. It also provides streamlined audit, compliance and risk management workflow to help enterprises engage process owners in recognizing and managing risk within their own domains.

Oracle ERP Cloud also includes features found across products, such as:

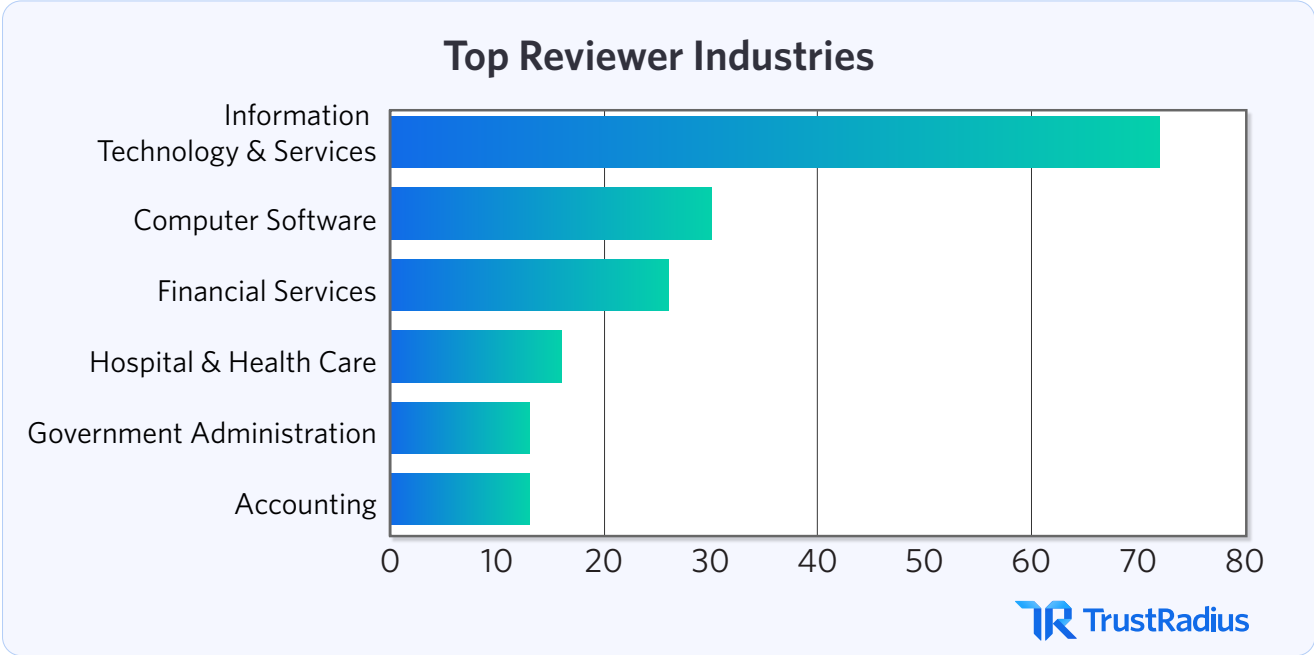
- **Integrations:** Oracle ERP Cloud is part of the larger suite of Oracle Cloud applications, which spans finance, HR, supply chain, marketing and sales. These applications share a single data model and are built to perform together as one suite, orchestrating business processes across the entire organization. This structure is designed to provide a cohesive view of the business with a consistent set of data for insight and analysis.
- **Oracle Cloud Infrastructure:** Oracle Cloud applications, including ERP, run on Oracle's Gen 2 infrastructure and are designed to provide consistent high performance and unmatched governance and security controls. This offering includes database, middleware and developer tools (PaaS) so users can build their own extensions to Oracle ERP Cloud, adding functionality without changes to the underlying code.
- **Reporting and Analytics:** By centralizing financial data, Oracle ERP Cloud presents deeper and more comprehensive analytics and insights to support decision-making. In addition, users can (and often do) complement ERP with Oracle EPM Cloud to help manage enterprise performance, and Analytics Cloud to gather and visualize insights across all lines of business.

User Demographics

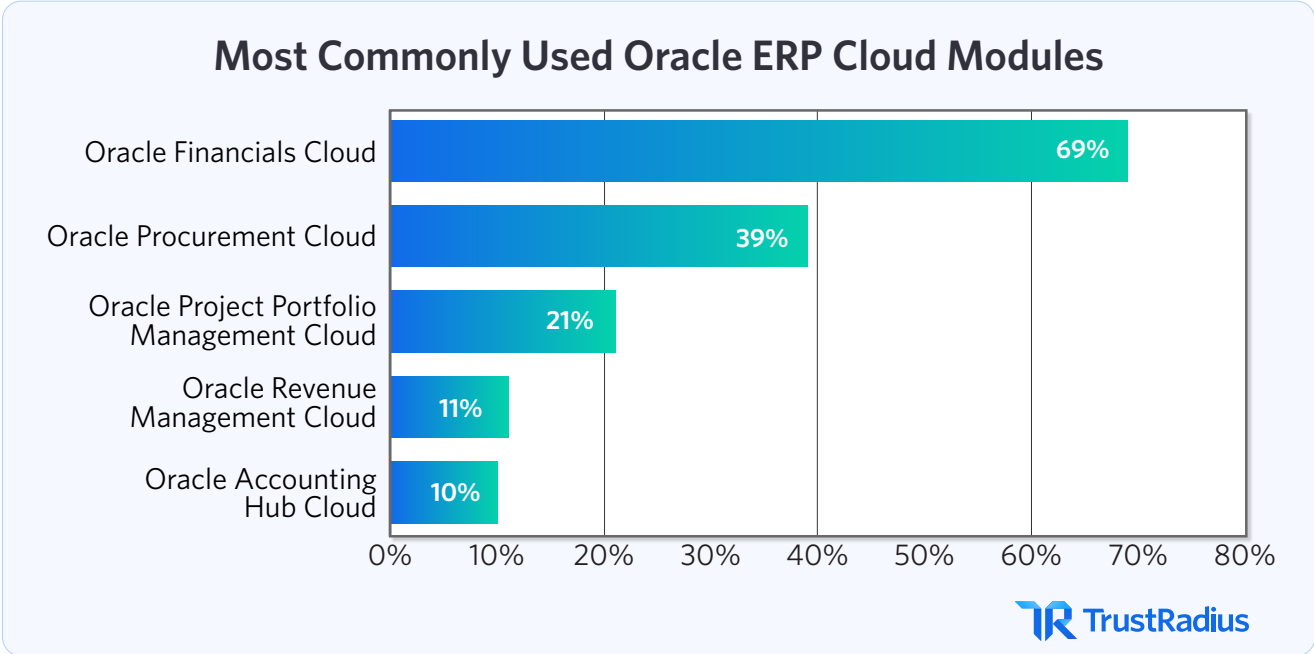
Based on reviewer demographics, Oracle ERP Cloud is predominantly used by enterprises (72%), with a sizeable minority of midsize companies (22%) using the platform software as well.



Oracle ERP Cloud is used across a wide range of industries. The six most common reviewer industries are Information Technology & Services, Computer Software, Financial Services, Health & Health Care, Government Administration, and Accounting. A significant number of reviewers in our sample also implemented Oracle ERP Cloud on behalf of their clients or consulted end-users on implementation and adoption practices.



Many Oracle ERP Cloud users deploy multiple products simultaneously. Among reviewers who identified the products their companies use, the most common were Oracle Financials Cloud and Oracle Procurement Cloud.



(Note: Oracle recently changed its pricing model so that three of the products shown above—Financials, Project Portfolio Management, and Revenue Management—are now bundled together as a single offering.)

Users Recommend

Based on reviewer feedback and demographics, Oracle ERP Cloud is well suited for organizations who need a system to support advanced and complex financial and resource management processes. This is particularly important for businesses on a growth track that need an ERP system that will scale up with them.

Reviewers highlighted that Oracle ERP Cloud is a great option for companies looking to switch from an on-premise ERP software to the cloud. This is especially true for businesses that are already using other Oracle software.

Summary of Oracle ERP Cloud User Feedback

The following is an overview of the product suite usage, strengths, and areas for improvement based on feedback in the [127 reviews of Oracle ERP Cloud](#) on TrustRadius.

Use Cases

Oracle ERP Cloud is designed to centralize and support business processes and data for more efficient planning and decision-making. While reviewers use the suite to serve a variety of needs, they frequently identify financial and accounting functions as core uses. Reviewers also use Oracle ERP Cloud as the go-to product when looking to transition to a cloud-based ERP.

"Oracle ERP Cloud is being used across our entire global organization. It has helped to facilitate or improve multiple global business processes. It supports extensive REST APIs for various tasks and automation. In particular, we have had great success leveraging the allocation functionality to automate common journal entries."

Verified User
Team Lead in Information Technology
Biotechnology Company
501-1000 employees

"We have currently implemented [Oracle ERP Cloud] at 1 of our North American manufacturing plants as well as our corporate finance and accounting with plans to implement across all North American facilities in the next year and internationally after that."

Stacy R.
Business Analyst
Transportation/Trucking/Railroad
1001-5000 employees

"We are currently replacing all of our financial systems with Oracle, part of that will cause us to shift from the Clarity PPM tool to Oracle. There are 11 total entities that will migrate onto this new platform over the next several years. We are leading the charge on the first company going live on this platform in early 2020."

Jamie S.
Associate Principal
Hospital & Health Care
10,001+ employees

"An Oracle partner presented the solution as an alternative to migrate from JDE. It is fabulous for financial planning, controlling costs and spending. Organizations should have this tool to improve their processes and measure the results of resource management. It is fabulous for any organization."

Clara M.
CFO
Education Management
1001-5000 employees

Strengths

1. Integrations

Oracle ERP Cloud's ability to easily integrate with other software, particularly other Oracle products, is its most frequently-mentioned pro.

"If you have other Oracle tools, especially finance and HR tools already in the cloud, Oracle ERP is incredibly effective at integrating with them."

Alexander C.
RPA Developer
Computer Software
10,001+ employees

"Well suited for multi-organization, multi-currency, complex financial processes and if you need automation in integrating data from other systems. Suited when you want to provide decision making dashboards to business users right out of the system."

Shrikant N.
Director
Information Technology and Services
1001-5000 employees

"We are now able to interconnect every aspect of our business in one constantly updated application. We are able to control everything we do and will need to do in the future without significant integration work that was necessary in the past. Previously our projects and their necessary details were disconnected from our revenue and procurement functions, this is no longer the case."

James M.
Oracle Cloud Financials Lead
Staffing and Recruiting
1001-5000 employees

"Oracle ERP Cloud is used as a simple solution to connect multiple acquisitions. Shutterfly has acquired over a period of time. Instead of having an ERP system for each of the organizations and connecting them, we connected the acquired companies using Oracle ERP Cloud."

Himanshu S.
Lead Business Systems Analyst
Consumer Goods
201-500 employees

2. Reporting

The centralization of business data, along with access to Oracle Analytics (formerly OTBI), makes reporting and analytics a core strength of Oracle ERP Cloud.

"[Oracle ERP Cloud] offers cutting-edge financial reporting through its Financials Cloud ensuring accurate financial reporting and management."

Richard G.
Marketing/Sales Manager
Hospitality
51-200 employees

"The requisition approval flow is very good after it is setup. This gives me the financial acumen to make decisions on spend and to also be able to review the spend in the OTBI to balance my budgets."

Brandon W.
Director of Supply Chain
Machinery
5001-10,000 employees

"The OTBI helps a lot with the analytical part, thus discarding the need for forming SQL queries every time for any report we need."

Akshat P.
Senior IT Application Specialist
Computer Software
10,001+ employees

"Reporting capabilities are virtually endless with really good data visualisation. What's more? You can have customised dashboards according to each user type."

Verified User
Consultant in Professional Services
Computer Software Company
501-1000 employees

3. Low-to-no Maintenance Costs or Burdens

The cloud suite minimizes the maintenance burden for ERP administrators and end-users, which is particularly appreciated by IT staff. It also reduces the financial overhead of managing enterprise-wide systems.

"It's easy to maintain: Currently, our team is maintaining user access and migrations, and enhancements of these areas. [There's also] no on-premise liability—we don't do patches internally, everything is done through Oracle Cloud."

Verified User

Engineer in Information Technology
Information Services Company
10,001+ employees

"We are using Oracle [ERP] Cloud because it makes things much easier to maintain and support instead of having the applications on-premises. The cost of maintaining is very good compared to the on-premises tool."

Verified User

Engineer in Information Technology
Information Services Company
10,001+ employees

"Maintenance is handled by Oracle, and the client company does not have to worry about upgrading them."

Verified User

Consultant in Corporate
Information Technology and Services Company
11-50 employees

"The possibility of scaling and automation plus the minimal requirement for hardware space has a positive impact on the financial side of the business."

Bhumin D.

Software Engineer
Hospital & Health Care
10,001+ employees

4. Fully-Featured Financials Module

The comprehensive range of Oracle ERP Cloud's financials capabilities is a key benefit to many users, such as the general ledger and expense management features.

"Oracle Financial Cloud is extremely good and covers most of the customer's requirements without doing much customization. This is also not a big learning curve from users coming from Oracle EBS. All AP, AR, and GL work great for most of the customers."

Shalindra S.

Sr. Principal Solution Architect / Delivery Manager
Information Technology and Services
1001-5000 employees

"It has provided financial stability for our applications. We are integrated with [another vendor], and we used Oracle ERP. Having a transaction legend maintained by Oracle ERP has been amazingly efficient for our organization."

Karanvir S.

Senior Database Engineer
Internet
10,001+ employees

"It is fabulous for financial planning, controlling costs and spending. Organizations should have this tool to improve their processes and measure the results of resource management."

Clara M.

Chief Financial Officer
Education Management
1001-5000 employees

"The Financial Cloud has worked wonders for creating visualizations for monthly and quarterly presentations. Regardless of how vague or detailed you need your reports to be, these systems allow you to streamline your financial business processes and technologies... I can say with specifics that two Oracle Financial Cloud's trends have immediately changed how we do things in the field. Discarding an inefficient method for one that has become apparently more effective and cost saving."

J. Mickey M.

Project Controls Coordinator
Civil Engineering
10,001+ employees

5. User-Friendly and Accessible

Oracle ERP Cloud users appreciate the platform's ease of use, especially for users without a technical background or experience.

"End-user access - users are able to work with the system in little time of training."

Juan Q.
Business Analyst II
Telecommunications
1001-5000 employees

"The ability to train people quickly and have them able to configure the screens for their preference and make them feel valued is huge. It's not just a screen where they have to deal with it."

Brandon W.
Director of Supply Chain
Machinery
5001-10,000 employees

"The best part about Oracle ERP Procurement is the user interface, it is very intuitive and modern. We also get a great dashboard that shows us pending tasks and a deadline option."

Verified User
Analyst in Information Technology
Pharmaceuticals Company
10,001+ employees

"I really like its simplicity of the interface and how you can easily go step by step, and go back to track your expense reports for your budgets."

J. Mickey M.
Project Controls Coordinator
Civil Engineering
10,001+ employees

Areas for Improvement

1. Platform Interface in Certain Scenarios

Some users run into limitations or role-specific inefficiencies within the user interface that can frustrate specific user groups.

"The news feed layout that is becoming standard is very focused on HR and leaves Finance users behind in design. This is frustrating for those users as they must acclimate on design without substantial improvement in their main areas of work."

James M.
Oracle Cloud Financials Lead
Staffing and Recruiting
1001-5000 employees

"On many lists of values, the user needs to know the starting alphabets of the search strings to conduct a search. Open-ended searches are not possible. This is where many products score against ERP Cloud."

Verified User
Analyst in Information Technology
Financial Services Company
10,001+ employees

"Some pop-up screens for data selection cannot be resized and make it difficult to read what you are selecting. Navigation pages within the same module in different sections sometimes look and behave very differently."

Verified User
Vice-President in Finance and Accounting
Financial Services Company
501-1000 employees

"The user interface isn't necessarily friendly to newcomers. There is definitely a learning curve when it comes to getting used to where all the components and settings are."

Verified User
Engineer in Information Technology
Computer Software Company
51-200 employees

2. Support

After-sales customer support has been criticized by some users, particularly response time to support tickets.

"Support engineers could be more interactive with customers."

Anand C.
Senior Information Technology Specialist
Computer Software
5001-10,000 employees

"Support is sometimes a little slow solving our issues."

"Support response time could be shorter. Support needs to more quickly understand how problems with ERP Cloud impact the business."

Ramon V.
IT Director
Restaurants
5001-10,000 employees

Verified User
Engineer in Information Technology
Financial Services Company
10,001+ employees

3. Update Cycles

Some Oracle ERP Cloud users have run into issues with quarterly updates, requiring retesting and internal post-patch adjustments to their processes.

"There are quarterly updates to the application which result in a fair amount of changes requiring substantial testing efforts."

Verified User
Director in Information Technology
Medical Devices Company
1001-5000 employees

"Approval rules seem to either break or have to re-enabled after quarterly patch bundles."

Verified User
Vice-President in Finance and Accounting
Financial Services Company
501-1000 employees

“Since there is scheduled maintenance, users have no control over when/whether to upgrade or not. And many times existing working functionality fails with the upgrades.”

Verified User
Consultant in Corporate
Information Technology and Services Company
11-50 employees

“Upgrades are frequent and tend to change major functionality resulting in users have to “re-learn” tasks.”

Verified User
Vice-President in Finance and Accounting
Financial Services Company
501-1000 employees

ROI on Oracle ERP Cloud

Oracle ERP Cloud reviewers have identified various levels and measurements of the return on investment they experienced from purchasing the product. The following is the most frequent ROI benefits reviewers experienced from Oracle ERP Cloud.

1. Reduced IT Costs and Maintenance Requirements from Transitioning to the Cloud

Oracle ERP Cloud users experience significantly reduced IT costs from transitioning to a cloud ERP system, including time savings, decreased fees, and freed up labor resources.

"Our TCO study calculated that our move to ERP and HCM Cloud will save the organization \$17.5 million over the next ten years."

Verified User

Executive in Finance and Accounting
Government Administration Company
5001-10,000 employees

"ROI was almost immediate. It eliminated the need for IT to maintain and backup [the software]. It removed the need for a dedicated resource to take care of any infrastructure needs."

Verified User

Professional in Information Technology
Transportation/Trucking/Railroad Company
201-500 employees

"Annual cost of ownership decreased due to not needing to purchase software and hardware. Overall, ROI increased by around 5% after we successfully implemented Oracle ERP Cloud."

Verified User

Engineer in Information Technology
Computer Software Company
51-200 employees

"Initially it's hard to convince users to move from on-prem to cloud, however, over a period of time cloud works great as there are not too many changes with upgrades etc."

Himanshu Sugandhi

Lead Business Systems Analyst
Shutterfly
Consumer Goods
201-500 employees

2. Improved Project Efficiency

Centralized project planning and management have improved users' efficiency and reduced administrative costs.

"We are going to eliminate 9 financial tools that are also being used to track and manage various components of cost, invoice, procurement, etc. Project management overhead will be reduced by the elimination of administrative processes that are now going to be done and tracked by the tool."

Jamie Smith
Associate Principal
Highmark
Hospital & Health Care
10,001+ employees

"Project integration from proposal stages through approval and through Project delivery - process simplification."

Verified User
Director in Information Technology
Hospital & Health Care Company
10,001+ employees

"We had 3 projects which needed to be handled at the same time and the ERP Project Management Module helped us track the project and complete it successfully. Being a big team of 160 members, allocating tasks and tracking each task was made possible only with the ERP Project Management Module."

Verified User
Analyst in Information Technology
Pharmaceuticals Company
10,001+ employees

"Project management and the sourcing process will greatly be improved by following this structured process."

Verified User
Manager in Other
Oil & Energy Company
1001-5000 employees

3. Time Saved Using Oracle's Reporting Capabilities

Oracle ERP Cloud's reporting and analytics dashboards, supported by Oracle Analytics, have helped companies save time and labor around reporting.

"The OTBI helps a lot with the analytical part, thus discarding the need for forming SQL queries every time for any report we need."

Akshat Pushkarna
Senior IT Application Specialist
Symantec
Computer Software
10,001+ employees

"Since I input expense reports for my colleagues I could later go back and check its status and get all the details to create reports for my department. It saved me a lot of time in making reports and tracking my department's budgets."

Verified User
Administrator in Corporate
Media Production Company
201-500 employees

"Improvements in productivity. It has reduced manual time by 20%. Reporting and dashboard preparation time has improved more than 50%."

Shrikant Navelkar
Director
Clover Infotech
Information Technology and Services
1001-5000 employees

"Manual effort to create reports and dashboards via Excel spreadsheets is not needed. This solution has very powerful reports and dashboards capabilities."

Verified User
Team Lead in Information Technology
Information Technology and Services Company
10,001+ employees

Why Customers Choose Oracle ERP Cloud

As part of their decision to purchase Oracle ERP Cloud, many reviewers have described evaluating or transitioning from a wide range of other ERP products. These alternatives include SAP HANA, Microsoft Dynamics, and SAP ERP. Based on reviewer feedback, there are four key reasons why organizations choose to purchase Oracle ERP Cloud.

1. Cloud Suite

Users identify Oracle ERP Cloud as a leader among cloud ERP suites when looking to transition from on-premise solutions.

"We looked at SAP and some others, but Oracle was the only one that we found that built the software for the cloud specifically. It's not just a fancy front end with a green screen background."

Brandon W.
Director of Supply Chain
Machinery
5001-10,000 employees

"[Our client] wanted to start using cloud so that their overall infrastructure costs are reduced and they can use a per user type of system. Also, since there is less scope for customization in cloud, they would be able to run the project with a leaner team after go live."

Verified User
Team Lead in Information Technology
Information Technology and Services Company
10,001+ employees

"The single most important factor for this decision was our corporate strategy to reduce infrastructure ownership costs by adopting cloud. We were able to replace a lot of resources and reduce cost by moving to cloud. Now we don't have the hassle of following up on maintaining the server backups, patching or maintaining the server."

Verified User
Professional in Information Technology
Transportation/Trucking/Railroad Company
201-500 employees

2. Breadth of Product Features

Users frequently chose Oracle ERP Cloud due to its broad feature set. Reviewers frequently point to either ERP Cloud's comprehensiveness or its comparative superiority for specific features.

"We looked at several options and the overall feature set provided by Oracle ERP made Oracle the clear winner. The ability for business users to run and maintain day-to-day operations with minimal IT support is critical to the lean nature of our organization."

James M.
Oracle Cloud Financials Lead
Staffing and Recruiting
1001-5000 employees

"We replaced a Microsoft GL product with Oracle Cloud ERP Financials, Procurement, and Supply Chain. Our prior product was not scalable globally, and did not have a robust Supply Chain Module. We also struggled previously with more advanced features in the Financials space, including integration capabilities with REST API endpoints and OLAP cube capabilities."

Verified User
Team Lead in Information Technology
Biotechnology Company
501-1000 employees

"Compared to Oracle ERP Cloud, SAP ERP falls short in many features. For example, SAP has a rudimentary budgeting tool while Oracle ERP offers Asset Lifecycle Management, which gives organization a much more finer grain control over their financing needs."

Verified User
Engineer in Information Technology
Computer Software Company
51-200 employees

3. Integrations With Other Oracle Products

Users often choose Oracle ERP Cloud because it's easy to integrate with other products in the Oracle ecosystem. The ability to smoothly interface with the rest of users' technology stacks helps increase the flow of information and prevent data leakage across their organizations.

"Product usability was the most important as the integration with other tools was the major selling point. As [our organization] is such a large company, each sector having different implementations of solutions for Finance etc, they needed to be able to integrate together when reporting and other such activities globally were produced."

Alexander C.
RPA Developer
Computer Software
10,001+ employees

"The fact that Oracle provides one suite which integrates with almost any and all other parts of business such as Human Capital Management cloud, Marketing Cloud and OBIEE, it made most sense to go with Oracle Cloud."

Verified User
Consultant in Professional Services
Computer Software Company
501-1000 employees

"I think the most important factor was the fact that we were already using Oracle products. We were piecemealing Oracle's products prior to full buying into the suite. Once we were pleased with Oracle's programming we started looking into what it would take to have our information transferred from our current on-site directories and numerous cloud based."

J. Mickey M.
Project Controls Coordinator
Civil Engineering
10,001+ employees

"Oracle fared well against other products for those customers who have a heavy Oracle product footprint. The decision to leverage Oracle ERP Cloud was primarily influenced by the implementation of Oracle products and the desire to move to the cloud."

Verified User
Executive in Corporate
Government Administration Company
10,001+ employees

4. Price and Total Cost of Ownership

Users find Oracle ERP Cloud's price point competitive with other cloud-based ERP platforms. Total cost of ownership is also a key factor for customers that choose Oracle ERP Cloud.

"Oracle cloud's ability to provide fusion software for Design to release helped us plan to migrate the PLM [product lifecycle management] system too which proved to be an important strategic decision to get rid of on prem PLM, on prem ERP and PLM-ERP integration adaptor. This resulted in major cost/ effort saving for IT department."

Himanshu S.
Lead Business Systems Analyst
Consumer Goods
201-500 employees

"Price and Product Features drove our decision making process to a large extent. Total Cost of Ownership was significantly lower than other options, since we didn't need to maintain any infrastructure."

Verified User
Team Lead in Information Technology
Biotechnology Company
501-1000 employees

"Oracle Cloud ERP fulfilled all the criteria and its cost was totally competitive. We were able to successfully shift the maintenance aspects of our on-prem software and now move on to focus more on the business aspect."

Verified User
Professional in Information Technology
Transportation/Trucking/Railroad Company
201-500 employees

"Reasonably priced, so it does not empty the organization's budget. The price of Oracle ERP Cloud is lower than most of its competitors."

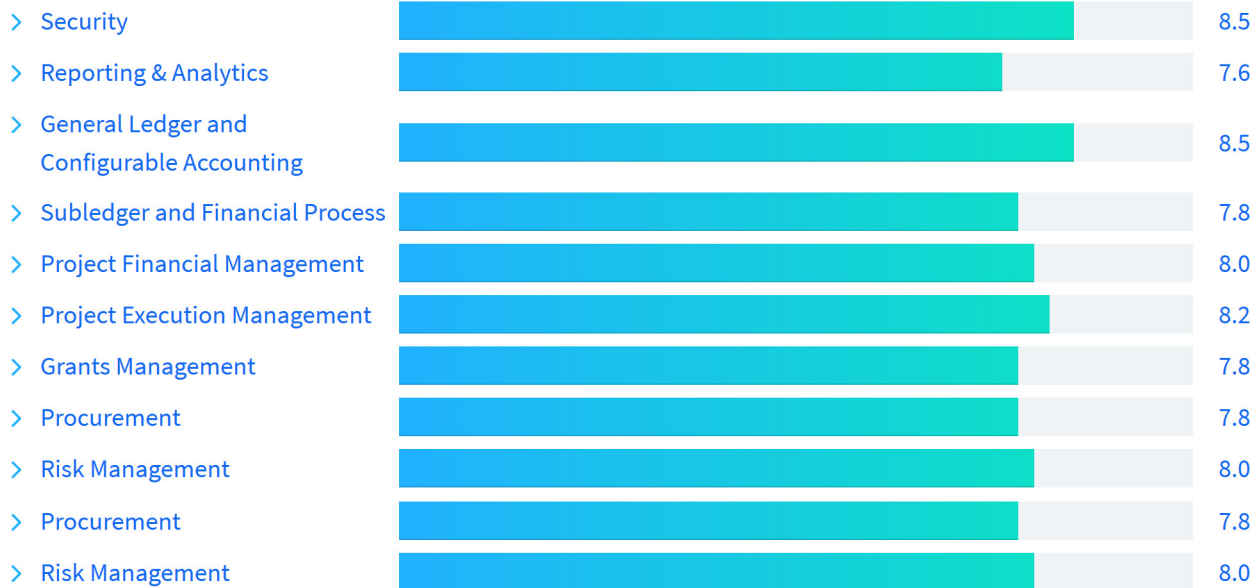
Verified User
Engineer in Information Technology
Computer Software Company
51-200 employees

Aggregate Customer Experience and Feature Ratings

Overall Customer Experience Ratings (477 total ratings)



Feature Ratings (5,991 total ratings)



Executive Interview with Steve Cox, Group VP of Oracle ERP & EPM Product Marketing



ORACLE ERP CLOUD HAS NOW BEEN AVAILABLE FOR CLOSE TO A DECADE. IN THAT TIME FRAME, CLOUD-BASED SOFTWARE AND THE SAAS MODEL HAVE EVOLVED FROM A GROWING NICHE TO A MAINSTAY IN A LOT OF MARKETPLACES. BY YOUR ESTIMATION, HOW WIDELY ADOPTED ARE CLOUD-BASED SYSTEMS IN THE ERP MARKET?

Well, in my view, cloud-based systems in the ERP market are now the default decision. If you're embracing ERP for the first time, or if you are moving from the previous generation of software to the new software, you're going to go cloud. You're going to go SaaS preferably. So, it's now the default. We are way past the traditional definition of early adopters and really now at the mature stage of the cloud ERP market.

WHAT ARE SOME OF THE BIGGEST BENEFITS THAT PEOPLE SEE WHEN SWITCHING TO A CLOUD-BASED ERP SYSTEM FROM AN ON-PREMISE ONE? AND WHAT ARE SOME OF THE BIGGEST HURDLES THAT CUSTOMERS ARE LIKELY TO FACE WHEN THEY'RE MAKING THE TRANSITION TO CLOUD?

It's all about process. You have to have an ERP system that supports change. You have to have

something that, as your business grows, it grows with you. You need something that avoids costly upgrades. If you consider the previous generation of ERP systems, let's call them "on premise," the biggest challenge with those is the innovation cycle was quite long. In other words, the gap between understanding a requirement and delivering the functionality to meet that requirement was quite long. And the problem with that is that organizations had to develop a mechanism to get around that long innovation cycle. And the primary mechanism, and it comes way back from the 1990s, is customization.

And customization is a business killer. Customization might deliver the functionality think you need, it might provide the fixes to the problem you have in the moment, it might give you what the software doesn't give you out of the box. But because it's so intrusive, it actually stops you from upgrading the software when you need it. And when you have hundreds, if not thousands, of customizations, it's so challenging that to move to the next version of the software that's available from the vendor, it's more akin to reimplementing than updating. It's a completely new exercise.

So we contrast that with the cloud, with our unique approach to continuous innovation. Not only have we built something that is designed for change and built for scale, but we've incorporated the concept of continuous innovation. Every 90 days, we deliver new functionality to our customers so they don't have to wait for new

functionality to come. The innovation gap is very, very short.

So that's the big benefit. You always use up-to-date software, you always have more functionality every 90 days, all without the worries of security. You never have to worry about maintenance, you don't have to worry about doing backups, you don't have to worry about performance and tuning.

WHAT DO YOU SEE BEING THE NEXT WAVE OF DEVELOPMENT OCCURRING IN THE ERP MARKET, PARTICULARLY THOSE DEVELOPMENTS THAT WOULD BE IMPACTFUL FOR CURRENT OR FUTURE ERP BUYERS?

I'd make an argument that the discussions over the next year or so will be around data. Every organization that I've spoken to in the past two years, particularly C-suite executives, they talk about data. How do I leverage this data to make my offerings to my customers better? And how do I improve the flow of data across the organization because I have pockets of data that are inaccessible to people? How do I provide everyone in the organization with the data they need to do their job better? And lastly, how do I start to consider how I can monetize that data? (Though not all companies are asking this last question yet).

ERP for me has always been made up of three elements. The first one is Do. It is having the most efficient and effective processes. The next element is Know, which is all about business intelligence. What is going on in my business? And then the last one is Predict. What is likely to happen in the next given time period? And what should I do about it? How can I take advantage of the opportunities that are presented? How can I address the potential problems there might be?

And if you think about it, all three rely on data. And you've got to ensure that the data flows, that it's not hidden, and that it's available to everyone in the organization who needs it with the right degree of security. So I think the debate now for the next 18 months is really going to be centered around data.

YOU CLAIM THAT ORACLE ERP CLOUD IS DIFFERENT THAN ANYTHING THAT CAME BEFORE IT, AND IT IS SOMETHING THAT IS UNIQUE TO THE MARKET. HOW WOULD YOU DIFFERENTIATE ORACLE ERP CLOUD FROM OTHER KEY PRODUCTS IN THE MARKET?

I don't believe there's any comparison between Oracle's ERP offering and anybody else's. And that really has to do with the fact that we're talking about something that is more advanced than anything else that's on the market. It's the right solution for any size organization in almost every industry.

Firstly, it's the most complete. Why is that significant? Well, no matter where you want to start on your journey to adopting the latest generation of cloud software, you can start it with Oracle. It gives you that variety of choice that you would not have with any other vendor. Secondly, from a technical standpoint, we talk a lot about our next generation infrastructure, and it's all from Oracle. It's built on our own stack, our own hardware, operating system, database, applications, middleware. So right from bottom to top, it's all Oracle.

I mentioned before, we've embedded this notion of continuous innovation into ERP Cloud. Every 90 days, our customers get new features to take advantage of in each ERP module, which is pretty phenomenal. We also embed Oracle Modern Best Practice, a set of digital business processes, which we publish on the web.

Uniquely, Oracle publishes the digital business processes that you need on oracle.com.

And Oracle ERP Cloud is extensible. We have a platform-as-a-service (PaaS) layer, which is a whole set of modules that you can use to complement what we have within our SaaS application suite. You can use it to extend it, you can use it to build your own applications, you can use it to create integrations. At its core, we've designed ERP Cloud for change, and we've built it for scale. It's got the power you need to do the job you need in 2020 and way beyond.

GIVEN HOW WIDELY APPLICABLE AND COMPREHENSIVE THE PLATFORM IS, ARE THERE ANY GROUPS OF USERS THAT COULD BE BENEFITING FROM ORACLE ERP CLOUD THAT MAY NOT BE UTILIZING THE PLATFORM CURRENTLY?

I think there are many, many organizations in that transition point. One of our unique approaches is that we've said to our customers who still use our on-premise products, "We're going to support those applications for as long as you need them." But when we talk to customers about moving to Oracle ERP Cloud, they do it at their pace. We do it at the pace that's right for their organization.

Once they've decided that they're going to move to ERP Cloud, whether it's from Oracle's own on-premise products or from a competitor's products, we, with the help of Oracle Consulting and our systems integrated partners, make that move really easy. And we can make it really quickly, though the speed of the transition is ultimately up to the customer.

WHEN ERP CLOUD USERS DECIDE TO OR ARE CONSIDERING TRANSITIONING FROM AN ON-PREMISE TO A CLOUD-BASED PRODUCT, WHAT CHANGES SHOULD USERS OR BUYERS EXPECT FROM

THAT PROCESS? WHAT ADVICE DO YOU HAVE FOR THEM TO MAKE THE IMPLEMENTATION AND TRANSITION PROCESS AS SMOOTH AS POSSIBLE?

I would say the challenges they face are human challenges. If you have a finance function that really is unhappy about the software that its folks have to use, but it's used that software for 10 or 20 years and it's developed certain human workarounds, having them face software that's always up to date can be a challenge. As much as everybody wants to work with great software, you're still dealing with the habits and customs that you developed over the past 10 to 20 years.

So what changes can buyers expect? I think the first thing is to work with the various functions that will be affected and lead them through the change process. We find that almost every organization has innovation at its core, it just hasn't had to drive that innovation into its finance and back office processes in the past. So in some ways, it's helping the accounting function, the finance function, and the back office functions of IT and HR work their way through the process.

The big question for every organization, if they're going to embrace a new technology, is whether or not they're ready to embrace a new way of thinking. This is about helping organizations change their mindset.

The most important thing an organization can have is an effective steering team, those people whose role it is to make the decisions and see the transition through. Involving the key people within the organization, the influencers and activists, will help with the adoption of the new technology. It's not only about the implementation process, it's really about the adoption too.

WHEN THINKING ABOUT THE IMPLEMENTATION AND ONBOARDING PROCESSES FOR ERP CLOUD, WHAT ROLE DO THIRD-PARTY ORACLE BUSINESS OR INTEGRATION PARTNERS PLAY?

Implementation is part of the story, but it's not the full story. Oracle has an incredibly strong network of systems integration partners. And we have a certification program, and you can see that those partners really have earned the kudos they receive in terms of their ability to deliver our products. But that's complemented by Oracle Consulting. And we have our own implementation experts within Oracle Consulting. We've also got, within both our partners and with Oracle Consulting, service offerings to help companies optimize and get the best out of our cloud software.

ON TRUSTRADIUS, REVIEWERS FREQUENTLY POINT TO THE FINANCIALS CAPABILITIES AS A KEY STRENGTH AND BENEFIT THAT THEY GET FROM THE SUITE. WHAT IS IT ABOUT FINANCIALS WITHIN ORACLE ERP CLOUD THAT MAKES IT STAND OUT SO MUCH?

I think there's a couple of things. Number one, it's so broad. Not only do we have the most complete ERP suite. Even just within Financials, it does almost everything you need it to do. And it does that without making any compromises.

The other thing is that it's complemented by our analytics offering. So you have your own dashboard to manage your working day, you have the power to extract and do modeling with data within our enterprise performance management solutions. We have almost everything that you need to manage your finance operation.

But it's also unusual for finance or the accounting function to have software that's always up to date. Most finance functions have

never had that. So the reason I think that we get so much kudos for Oracle ERP Cloud is because of this exceptional continuous innovation that we've built into the product right from the get-go. It's available in more languages, more countries, with more localizations. It is exactly what you need to run your business.

REVIEWERS AND USERS ON TRUSTRADIUS HAVE ALSO CRITIQUED ORACLE ERP CLOUD FOR THEIR EXPERIENCES WITH POST-SALES SUPPORT. HOW WOULD YOU RESPOND TO BUYERS WHO ARE CONCERNED ABOUT ORACLE'S LONG-TERM CUSTOMER SUPPORT BEHIND ERP CLOUD?

For an organization that is focused on delighting its customers, when I read this, it's clear that we still had to make progress at the time these customers wrote their reviews. And I'm confident that every single one of those customers who registered concerns, if you ask them now, would say we've made huge progress. We recognize we've still got things to do, we've still got a lot to achieve. But I don't think we would have achieved what we have so far without people recognizing that our support is outstanding. It is award winning. We have great people in there.

And it's not just the technology behind Oracle support. It's the people who work in Oracle support day in, day out in every part of the world to support every single one of our customers with the right level of service. And that goes whether the customer is on premise, in the cloud, or has both. But as I said, it is clear that, at the time that these reviews came in, we still had progress to make.

And we've actually put our foot on the accelerator in terms of this goal we have with delighting our customers across the entirety of our install base. Quite rightly, our customers

demand the best from us, so it's really important that we rise to that demand.

IS THERE ANYTHING ELSE ABOUT ORACLE ERP CLOUD THAT WE HAVEN'T COVERED YET THAT YOU THINK CURRENT AND FUTURE CUSTOMERS SHOULD KNOW ABOUT?

I think there's a whole bunch of things that they need to know about, and I think that the best way they can find out about them is to engage with Oracle. Look, it's easier for me to say because I'm in marketing, so you'd expect me to say it. But come talk to us.

We're very accessible, we're really keen to find out what our customers' requirements

are. We're really keen to discuss how we can help them. We're the Oracle we always were, but we're in this process of this tremendous transition to a different kind of Oracle. We're really eager to understand our customers' requirements and help them embrace the best in technology.

You've seen our mission statement where we talk about helping every customer achieve the opportunities that lie within their data. And we are passionate about this commitment we've made around delighting customers, around giving them the next generation of software, around this unique ERP cloud suite that we have.