



# New Features in Oracle Release 12

Oracle Applications Release 12 offers organizations:

- Improved Reporting & Analysis
- Next Generation Business Process Management
- Global Customer Service
- Enhanced Business Intelligence
- Streamlined Performance
- Systems Management

Oracle's Release 12 is a truly global enterprise system. Oracle says in this release we should "Think Globally to make the right decisions, Work Globally to be more productive and to Manage Systems Globally to lower costs and increase performance." The new features highlighted above allow organizations to do just that. With improved reporting and analysis capabilities, executives can now make timely decisions by seeing integrated system information in real time. This allows for improved planning, forecasting, scorecards, consolidations, analysis and modeling. R12 reduces the need for customizations with the highly configurable features such as Workflow, XML Publisher (BI Publisher), OA Framework and Forms Personalization, and Custom Library as well as user tailorable folders and key data flexfields.

This latest release also provides more user friendly web consoles and graphical user interfaces that allow for better system performance through next generation Business Process Management.

R12 extends security with increased single sign-on and identity management capabilities, as well as decentralized security administration.

You can drive revenue and customer loyalty with superior customer service by efficiently resolving issues at the customer's convenience regardless of geographic location. You can also coordinate the delivery of all global services within a single system and increase revenues while decreasing contact, research, and execution costs.

New features combine multiple existing 11i functionalities in order to simplify and globalize accounting and reporting. In addition, these new functionalities have been created to enhance process management:

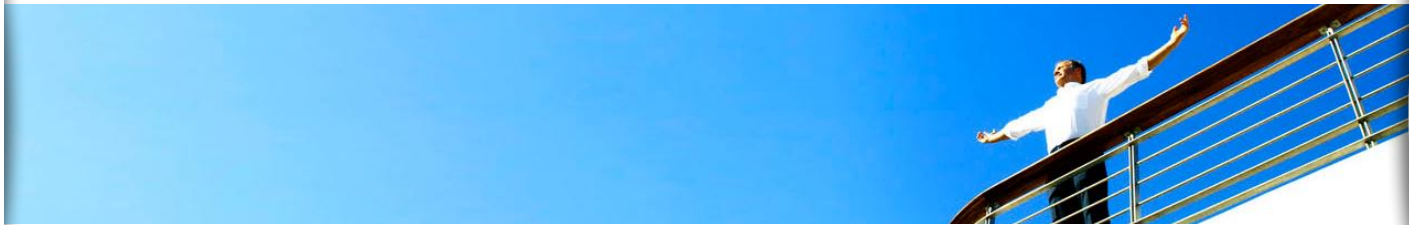
- Multi-Org Access Control (MOAC)
  - Subledger Accounting
  - eBusiness Tax
  - Global Talent Management
  - Global Financial Management
- Business Intelligence (BI) now offers more BI Applications including Financial Analytics, HR Analytics,

## R12 NEW FEATURE HIGHLIGHTS

- Truly a global application and database
- More web page access with less pop ups and duplicate screens
- Key tasks completed in fewer steps
- Increased personalization capabilities
- Re-designed and streamlined workflows

## R12 BENEFITS

Manager and Executives now have a fully integrated system with a clear view of all locations at one time



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Order Management and Fulfillment Analytics, Supply Chain Analytics, Sales Analytics, Service Analytics, Contact Center Analytics, Marketing Analytics, and Usage Accelerator Analytics from CRM. Each contains a set of dashboards consisting of different regions displaying specific information for a quick and easy snapshot of the business. Enhanced performance allows customers to lower IT costs through System Consolidation, support of all languages and localizations in one database, and scaling to very large volumes via RAC and grid computing.

R12's improved systems management allows for managing entire systems infrastructure (apps, middleware, DB, H/W) from a single console, proactively monitoring KPIs and events with alert notifications. R12 also accelerates E-Business Suite provisioning with automated system cloning and by providing visibility across development, test, and production systems. R12's architecture is also open to integration with 3rd party products and mgmt frameworks, integration with Retek, integration with Siebel CRM On Demand.

### ITC QUALIFICATIONS

- Subject Matter Experts with experienced gained from multiple Oracle R12 E-Business Suite upgrades and implementations
- Full lifecycle services through consulting, education, support, and web services.
- Global reach matched with local expertise

### THE IT CONVERGENCE R12 FULL SERVICE VALUE PROPOSITION

Regardless of your R12 needs, ITC's 360° Customer Care philosophy means that you are always supported. In addition to working with senior Oracle consultants who have [hands-on R12 experience](#), partnering with ITC brings you these benefits: Our Education Services department will teach your staff the skills they need to use R12 effectively. Our Support Services division can provide managed services and hosting for your R12 environment, and you can rely on our Development Services Center and Web Services division to deliver cost-effective reports and dashboards.

### ITC CAPABILITIES

- Consulting Services
- Support Services
- Education Services
- Development Services
- Web Services

### THE ITC R12 ADVANTAGE

- Global Reach
- Senior E-Business Suite Expertise through Release 12
- R12 Delta Training, tailored to your needs
- Experience gained from working on Oracle R12 deployments
- Full technical and database support

Whether you're trying to decide if R12 is best for you, or you're already upgrading to R12, ITC is ready to support you.

[www.itconvergence.com](http://www.itconvergence.com)

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