Supplier Management

What’s New in the Product, What are the Emerging Use Cases?

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Safe Harbor Statement

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Solution Recap
Supplier Management

- Identify
- Invitation
- Self Registration
- Profile & Pre-Qualification
- Compliance & Risk Assessment
- Contracts
- Exchange Documents
- Change Management
- Administer
- Profile, Classification, Bank Detail, etc.
- Recurring Assessments
- Performance Analysis & Mgmt
- Retire
- Collaborate

Buyer

Supplier

Oracle

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Identify

Key Capabilities

**Consistent Supplier Registration Process**
- Support for multiple registration styles
  - Walk-up self-service supplier registration
  - Buyer invitation
  - Internal supplier requests
- Flexible onboarding process
  - Adaptable by registration purpose, internal business unit
- Configurable extended supplier profile
  - Gather key supplier details
- Support for qualification questionnaires
  - Configurable templates
  - Questionnaire lists
  - Excel import
Supplier Registration
Reduce Overhead with Self-Service On-boarding

- Leverage corporate .../suppliers/ landing page
- Create registration paths to allow prospective suppliers to register their interest in doing business
- Provide simple instructions and invitation to register

- Configure registration page to include required qualification details
- Define required elements of supplier profile

- Utilize request details to customize approval flow
- Enable approvers to update details
- Notify suppliers via email once registration has been approved / rejected
- Authorize suppliers with ‘super-user’ admin rights
Enable

Key Capabilities

Detailed Qualification Assessment

- Support for qualification of supplier credentials & capabilities
  - Allow online responses to qualification questionnaire
  - Collect key compliance documentation
- Flexible evaluation of qualification criteria
  - Establish evaluation teams and assign membership
  - Gather internal evaluation feedback
- Rules-based approval routing
- Profile & qualification responses sync-up to Supplier Master
Qualification of Prospective Suppliers

- Enable process consistency through use of questionnaire templates
- Attachment support for gathering key documents
- Questionnaire scoring
- Registration details used to determine structure of approvers list
- Data quality tools to enforce governance policies
- Approvers can add feedback to request
New Supplier Registration and Qualification

Internal Evaluation

Supplier fills pre-qualification questionnaire

Internal user verifies supplier filled information

Supplier shortlisted based on automatic scoring
Enable electronic supplier connectivity
• Suppliers need to exchange business documents & undertake ad hoc inquiries
• OSN for electronic document exchange
  - Multiple XML format preferences for suppliers
  - Standard connection for buyers
• Transcepta for connecting large volumes of suppliers
• Self-service portal for low-volume suppliers
  - Account creation only requires an email id
• Enable all suppliers with portal access to check document status/track payments
• Leverage Transcepta for large volume supplier enablement
• Maintain document synchronization
Efficient Business Document Exchange
Reduce Process Errors, Manual Effort, and Lag Time in Transactions

- Orders
- Change Orders
- Shipment Notices & Work Confirmations
- Invoices & Payments
- Time Cards
- Catalogs
- Forecast & Schedules
- Supplier Registration & Profile Management
Electronic Supplier Collaboration

Solution Details

- **iSupplier Portal**
  - Order Collaboration
  - Shipping Information
  - Invoicing & Payment Details
  - Simple Registration
  - Basic Profile Management
  - Performance Review

- **Oracle Supplier Network**
  - Electronic Messaging Hub
  - 24x7 Hosted Service
  - OAG & cXML document format support
  - Standard connection to Oracle ERP
Structured Supplier Communications
iSupplier Portal to Eliminate Errors & Reduce Time Delay

Complete Procure to Pay Information

- Notifications and orders at a glance
- Zero training paradigm
- Global view with security
- Simple and advanced search
- Hyperlinked documents
- Attachments
- Excel import & export
Oracle Supplier Network
Simplify Electronic Messaging via Oracle SN Online Service

- Hosted by Oracle on Demand
- Free transaction delivery service
- 24 x 7 global support

• Integrate out-of-the-box with Oracle EBS & Enterprise
• Enable suppliers to maintain a single connection “pipe” to access all OSN trading partners
• Leverage a single message format / mapping template and activate messaging in days

Your Company

OAG over OXTA

Suppliers

HTTP/S
SMTP
Online
Administer

Key Features

Supplier Profile Administration
• 360 degree view of Supplier Information
• Role-based security access
• Supplier profile change requests

Supplier Audit & Performance Management
• Seeded assessment styles for Profile Audit, Performance Analysis
• Qualitative evaluation by SMEs
• Online & offline assessment response
• Mappings to sync evaluation responses & scores to supplier master

Supplier Data Quality
• Consolidate suppliers into a single master
• De-dupe & cleanse records & detailed attributes
Supplier Information 360° View

Internal users

Supplier users

Buyers can setup extended supplier profile with varied access levels

- Self-maintained by Suppliers
- Buyer maintained for Internal Only
Supplier Self-Service Profile Management

Improve Accuracy of Supplier Master

1. Supplier updates profile details

- Locations
- Contacts
- Business Classifications/Products & Services
- Banking Details
- Insurance Information
- Accreditation Certificates
- ...

2. Buyer admin reviews and promotes to supplier master

3. Updates available across business units
Vision Computer Corporation

Admin

1. Create Questionnaire (Internal RFI) and Notify

Supplier Internal Evaluation RFI

Vision Computer Corporation

Buyer Collaboration Team

2. Supplier Performance Evaluation, Score and Complete RFI

Supplier Master Profile

Supplier Master

3. On RFI Complete Sync Evaluator Responses

Questionnaire/Survey (Internal RFI)

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<tr>
<td>Is Supplier responsive?</td>
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<td>✓</td>
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<tr>
<td>Any Quality complaints?</td>
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<td>No</td>
</tr>
<tr>
<td>Overall Supplier Satisfaction?</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
</tr>
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</table>
Mastering Supplier Data
Transform Inconsistent Supplier Information

Legacy systems with inconsistent data

Data Import Mgmt
Source System Mgmt
Cross Reference

Supplier data import options

Data Quality Management tools

Matching
D&B Data Enrichment

Classification Mgmt
Relationship Mgmt
Hierarchy Mgmt
Task Mgmt

Data publication

Data publication

Spend Analytics
PROC

Synchronize

SCM
FIN

Web services
Security

ERP
PIM

Reporting

Data Librarian

CONsolidate

CLeanse

goVeRN

ShaRe

• Data Import Mgmt
• Source System Mgmt
• Cross Reference

• Matching
• D&B Data Enrichment

• Classification Mgmt
• Relationship Mgmt
• Hierarchy Mgmt
• Task Mgmt

• Data Publication
• Web services
• Security
• Reporting

Data Master Supplier Data

PROC
SCM
FIN
ERP
PIM
Supplier Management – Customer Priorities

1. P2P Collaboration - iSP
2. Supplier Onboarding – iSP/SLM
3. Compliance Tracking - SLM
4. MDM - SDH
5. Electronic messaging - OSN

- Identify
- Self Registration
- Profile & Pre-Qualification
- Compliance & Risk Assessment
- Contracts
- Exchange Documents
- Change Management
- Supplier Master Data
- Performance Analysis & Mgmt
- Recurring Assessments
- Profile, Classification, Bank Detail, etc.
Recent Enhancements
## Oracle Applications: Current Release and Roadmap

### Oracle E-Business Suite: Supplier Management (SLM, SDH, iSP & Oracle SN)

### Release 12.2.4
August 2014

**Supplier Lifecycle Management & iSupplier Portal**
- Improved Administration UX
- Enhanced Qualification Approval Routing
- Support for Parallel Approvals, Approval Groups and FYI Reviewers
- Mandatory Internal Requirement
- Contact Address Association
- Keyword Search
- Control Default User Creation
- Reinstate Rejected Supplier Requests
- Streamlined Prospective Supplier Registration
- View Prospective Supplier Registration Status
- Approval History on Supplier Profile

**Supplier Hub**
- Unified Profile Change Business Event
- Enhanced Supplier Merge Tools

### What's Next
0-12 month planning cycle

**Supplier Lifecycle Management**
- Dynamic Qualification Templates
- Dependent Questions
- Update Evaluation after Submission
- Enhanced Search for Supplier Registration
- Automatic Evaluation Triggers
- Dynamic Supplier Lists
- Automated Evaluation Processing

**iSupplier Portal**
- Enhanced Change Order Process for ISP

**Supplier Hub**
- Supplier Merge Web Service
- Source System Cross-Reference

### Future Directions
Post 12 month planning cycle

**Supplier Collaboration**
- Electronic/Self-Service Invoice VAT Compliance
- Tools for Extended 3rd Party Catalog Mgmt
- Multi-Buyer Homepage for Suppliers on Oracle Supplier Network
- Online Contract Negotiation for Suppliers
- Supplier Profile Version Tracking

**Improved Compliance Management**
- Attachment Enhancements
- Enhanced Notification Support
- Compliance Documentation Tracking
- Questionnaire Weight Configuration in RFI Template

**Data Management**
- Supplier Web Service
- Extensible Supplier Contact Directory
- Site Tagging for D&B Extract
- Endeca Search for Suppliers

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Improved Administration UX
Supplier Onboarding - Enhancements

1. Prospect Self-Registration
2. Review, Attach Questionnaire
3. Respond to Questionnaire
4. Supplier Evaluation, Scoring, Shortlist and Approval
5. Supplier & Evaluator Response mastered as profile
6. System Notification to New Supplier / Rejected Supplier

- Streamlined Registration Process
- Duplicate checks
- Enhanced Approval Routing
- View Prospective Supplier Registration Status
- Control Default User Creation
- Contact Address Association
- Mandatory Internal Requirements
- Reindeate a Rejected Supplier
- Keyword Search
SDH - Supplier Merge Enhancement

Description

• In release 12.2.4, Oracle Supplier Hub enhanced the Supplier Merge functionality by providing the capability to merge Suppliers and Supplier Sites in the OA Framework UI.

• 2 New Pages and a Concurrent Program have been created to this effect
  – Supplier Merge Summary Page
  – Create Site Merge Request Page (replicates the functionality of Oracle Payable’s Supplier Merge Form)
  – Supplier Merge Request Concurrent Program
SDH - Supplier Merge Enhancement

Process Flow

**PROCESS STEPS**

- Navigate to Data Quality -> Supplier Merge Sub-tab
- Generate a new batch
- Select the batch and Click "Merge Supplier"

**PROCESS STEPS**

- Enter 'From' and 'To' Supplier and relevant Site Information on the New UI Page and Submit
- Verify Supplier Merge Request CP is launched and completed.
- Click on "Party Merge", and merge the TCA Parties of the two suppliers.
SDH - Supplier Merge Enhancement Demo

TIP: Merge requests that were set to the Completed status more than five days ago, to the Error status more than 14 days ago, or to the Rejected status are archived. Use the Search to find and archive merge requests.

Create Merge Request
- Registry ID
- Smart Search
- System Duplicates
SDH - Supplier Merge Enhancement Demo
SDH - Supplier Merge Enhancement Demo
SDH - Supplier Merge Enhancement

Demo
SDH - Supplier Merge Enhancement

Demo
SDH - Unified Supplier Profile Business Event

Description

• A new business event, Unified Supplier Profile Business Event has been introduced in this release.

• This event will be raised whenever a supplier or any of its entities - Address, Site, or Contact are created or updated.

• The event parameters will contain the details on the Supplier and the Entity which raised the event.
Supplier Hub

Unified Supplier Profile Business Event

• Problem
  – Several business events for different attributes
    • Some attributes raise AP event, and some raise TCA event
    • In some cases, both AP and TCA events are raised
    • Inconsistent behavior
    • Users have to subscribe to several events
  – No event raised for some attributes
    • Banking Information, Tax Details, Business Classification, Products & Services, etc.
Supplier Hub

Unified Supplier Profile Business Event

• Solution
  – Introduces a new unified Supplier Profile Business Event
    • Name: oracle.apps.pos.supplier.profile
    • Whenever a supplier or any of its entities (address, site, contact, etc.) is created or updated, this event will be raised
  – The event parameters will contain the details on which supplier and which entity raises the event
### Supplier Hub

**Unified Supplier Profile Business Event**

- **Event Parameters**
  - VENDOR_ID
  - PARTY_ID
  - TRANSACTION_TYPE (CREATE/UPDATE/DELETE)
  - ENTITY_NAME
  - ENTITY_KEY

<table>
<thead>
<tr>
<th>Entity Name</th>
<th>Entity Key</th>
<th>Entity’s Base Table</th>
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</thead>
<tbody>
<tr>
<td>SUPPLIER</td>
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<td>-</td>
</tr>
<tr>
<td>ADDRESS</td>
<td>party_site_id</td>
<td>hz_party_sites</td>
</tr>
<tr>
<td>SUPPLIER_SITE</td>
<td>vendor_site_id</td>
<td>ap_supplier_sites_all</td>
</tr>
<tr>
<td>CONTACT</td>
<td>party_id</td>
<td>hz_parties</td>
</tr>
<tr>
<td>BUSINESS_CLASSIFICATION</td>
<td>classification_id</td>
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<tr>
<td>PRODUCTS_SERVICES</td>
<td>classification_id</td>
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<td>TAX_DETAILS</td>
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<td>TAX_REPORTING</td>
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<tr>
<td>BANKING_DETAIL</td>
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<tr>
<td>MERGE_SITE</td>
<td>vendor_site_id</td>
<td>ap_supplier_sites_all</td>
</tr>
</tbody>
</table>
SDH - Unified Supplier Profile Business Event

Description

• Other flows that also raise this event are:
  – Supplier Import
  – Supplier Merge

• Exception
  – For UDA, this new event will not be raised, the following events will be raised by the UDA Framework instead (existing behavior)
    • oracle.apps.pos.sdh.ext.preAttributeChange
    • oracle.apps.pos.sdh.ext.postAttributeChange
Coming Soon... !
Planned: Dynamic Qualification Templates

Feature:
- New capability to associate multiple questionnaires
- Rule-based automatic pre-qualification template selection and application

Benefits:
- Improves efficiency for the buying & supplier organization as the process becomes seamless
Planned: Dependent Questions

Feature:
• Ability to define parent – child relationship between Questions

Benefits:
• Ensures supplier/user only required to enter details relevant to their circumstances

Select from any Question added to Questionnaire
Choose an Operator
Create dependencies for any Response Value
Assign any number of dependent Questions
List of all dependent questions associated to parent question

Tree structure depicting the dependency levels
Planned: Dependent Questions - Scoring

Note the scoring for different dependent questions.

Scoring of dependent questions reflect in the Total score.
Planned: Automatic Evaluation Triggers

Feature:

- Trigger compliance audit and performance evaluation automatically
- Periodically or event-based triggering

Benefits:

- Increased Productivity
- Improved Usability

Template as hyperlink for reference

Define ‘Lock Scoring’ & ‘Assessment Complete Date’ in advance

Choose type of assessment trigger – Time / Event based

Define frequency; ‘number of occurrences’ and gap between two iterations
Planned - Dynamic Invitation (Supplier) List

Feature

• Ability to define criteria to identify the suppliers dynamically

• Example
  – Product Category – Road & Highway Equipment
  – Total Employees – more than 10,000
  – Office Address – United States

• Helps in moving away from a static list of suppliers to a dynamic and more accurate list of suppliers

Benefits

• Minimal Human intervention

• Improved usability and Product Satisfaction
New regulations have been introduced that require additional certifications from some of our key suppliers. I’ll need to create a **Profile Audit** to check for compliance.

It’s been 6 months since we switched cleaning services to a new supplier. We need to carry out a **Performance Evaluation** to see if they’re an improvement on the previous provider.
Planned: Automated Evaluation Processing

Feature:
- Workflow-based end-to-end automation for compliance audit and performance evaluation
- Sequential and parallel scoring teams.
- Automated notifications and follow-ups to scorers
- Administrator only needs to ‘monitor’ each of these flows

Benefits:
- Provides flexible scoring options.
- Minimal manual intervention.

Define ‘Sequence’ and ‘End Dates’ for Scoring Teams
Define Criteria to Reject the Supplier or to Forward to next team
Oracle Applications: Current Release and Roadmap
Oracle E-Business Suite: Supplier Management (SLM, SDH, iSP & Oracle SN)

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Procurement Product Strategy
The Center of Gravity is Shifting Downstream to the Customer

- Mobile
- Collaboration Takes Over
- Outsourcing Explodes
- Price Becomes Transparent
- Information
- Instantaneous Intelligence

Globalization

Oracle Supplier Network

- Knowledge Repository
  - Employees
- Enterprise Analytics
  - Suppliers
- Data Governance & Compliance
  - Financials
  - Locations
  - Contracts
Planned: Indirect Procurement

Understand Un-Satisfied Need
- Search tracking
- Trend analysis

Influence Choices
- Relevance ranking

Inform Decisions
- Item detail enrichment
- Ratings for Catalog content

Ad-Hoc As-Usual (!)
- NCR with Quotes
- Requester PO/Agreement Creation

Constantly Improve Understanding of Customer Needs
Market Update
Procurement Initiates for Supplier Management

• Supply Base Rationalization
• Strategic Sourcing
• Social Responsibility
• Contract Compliance
• Risk Mitigation
• P2P Execution
Opportunities by Customer Focus

Procurement
• Line of Business

MDM
• Architecture
• Shared Services
Who to Talk to in an Organization

- **LOB Targets**
  - Chief Financial Officer
    - Reduce Financial closure Costs and Times
  - Chief Procurement Officer (or any top level procurement manager)
    - Reduce cost of managing new and existing suppliers
    - Improve spend management decisions by knowing who are your suppliers (e.g. top, bottom, high risk)
    - Governance or Compliance Management
    - Consolidate your supplier information in order to begin your risk assessments. IT Organization

- **CIO, CTO, Chief Architect**
  - Reduce IT cost of managing supplier information across multiple, disparate systems.
  - Unify and clean duplicated, incomplete, inaccurate supplier data.
Discovery Questions for Senior Financial/Procurement Executives

• Describe your process and the difficulties you have when on-boarding new suppliers?

• Then for existing suppliers, describe the challenges in keep their information up-to-date?

• How many people do you have managing both the on-boarding and on-going maintenance?

• Do you perform any type analysis on your organization’s spending patterns or do supplier score carding?

• Do you trust the quality and accuracy of your spend and supplier performance data? Do you feel your data is out-of-date? What is the impact of these issues?

• How do you keep track of key documents (e.g. insurance) that you need from suppliers?
Discovery Questions for CIO and IT Executives:

- What are the different systems that you have that contain supplier profile information?
- How much time and effort are you spending trying to integrate and maintain the consistency of supplier profile information across these systems?
- What proportion of the supplier records contained in your systems or reports are out-of-date or obsolete?
- Do you have any data quality issues with your supplier data (e.g. duplicate suppliers, invalid addresses, out-of-date information)?
- Are you able to provide a self-service portal for suppliers to maintain their own data?
Discovery Questions – Tracking Risk

• Does your organization proactively monitor Supplier Risk
  – One-time (at relationship/order/contract creation) or on-going
  – What type of risk metrics do you gather (Credit, References,...?)

• Are you interested in gathering Supplier Risk metrics from 3rd parties
  – D&B; others? LexisNexis,...
  – Should Oracle provide Risk metrics as a subscription?

• What type of Supplier Risk information would you like to gather from within your organization?
Discovery Questions - Managing Performance & Compliance

• What type of internal feedback would you like to track to monitor supplier performance?

• What do you do with underperforming suppliers?
  – How does this differ by category/commodity?

• How do you control supplier compliance?
  – Managed by transaction or calendar-based?
Companies to target...

- Existing eBS Install
- Stand-alone, edge application
- Any industry
- Any company with a large number of suppliers
- Any company with supplier information in many disparate systems
Competitors

- **MDM Vendors (IBM, TIBCO, Siperian, etc.)**
  - Position their Customer Hubs for Suppliers. Suppliers are “just another party”.
  - No out-of-the-box attributes specific for suppliers
  - No on-boarding, supplier self-service or supplier questionnaire functionality

- **Procurement Vendors (Ariba, Aravo, Emptoris, AECSof)***
  - Strong on managing the supplier process (on-boarding, data gathering, etc.).
  - No cleansing, data quality, data aggregation functions
  - Weak data publishing functions.

- **ERP (SAP)**
  - SAP has a mix of solutions (MDM plus their procurement suite).
    - They are weak on Party MDM
    - Use the procurement suite for the functions like on-boarding and data gathering.

- **Other (AECSof, D&B)**
  - Subscription Services
  - Inexpensive
SH & SLM – Customer Base
Customers (150+ WW as of Q4FY15)

- State Street (Fins, US)
- Cummins (M&D, US)
- Balfour Beatty Group (E&C, EMEA)
- Jacobs Engineering (E&C, US)
- Huawei (CMU, APAC)
- Corluyt (Retail, EMEA)
- Dell (High Tech, US)
- Black & Veatch (E&C, US)
- Humana (Healthcare, US)
- Cornwall Council (PS, EMEA)
Oracle Advanced Procurement
Delivered via a Modular Product Suite

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<tr>
<th>Spend Analysis</th>
<th>Strategic Sourcing</th>
<th>Contract Management</th>
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<td>Sourcing Optimization</td>
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<th>Procure-to-Pay</th>
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<td>iProcurement Services Procurement</td>
<td>Purchasing Accounts Payable</td>
<td>iSupplier Portal</td>
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<tr>
<td></td>
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<td>Supplier Lifecycle Management / Supplier Hub</td>
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<td>Supplier Network*</td>
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*Complimentary service component of Advanced Procurement Suite
Hardware and Software
Engineered to Work Together

www.oracle.com/scm