INFORMATION DRIVES REVENUE

Quote to Cash for Logistics Service Providers

The complex quote-to-cash process for logistics service providers just got easier. Oracle solutions integrate the entire quote-to-cash process—for streamlined processes, reduced costs, better customer service, and increased revenues.

"To improve our global competitiveness, we needed an IT solution that supported extensive process re-engineering. Over the last three years, we replaced our legacy systems with a range of Oracle Applications and reviewed our accounting, finance, customer management, human resources, and planning processes. The changes are expected to yield significant business benefits from 2008."

Yang In-mo
Managing Director and CIO
Hanjin Shipping

Logistics service providers (LSPs) face tremendous challenges, with a sharp reduction in freight volume, tight credit, volatile commodity prices, and a price-sensitive customer base. Yet they also see promising opportunities. Manufacturers and retailers are re-engineering the long, thin supply chains that have evolved over the last two decades. LSPs are searching for ways to reliably deliver existing services at lower costs and provide innovative new services that streamline customer supply chains.

For many LSPs, however, siloed information and disjointed, error-prone internal processes are preventing them from meeting customer demands and growing the business. A critical process area for LSPs is the end-to-end quote-to-cash (QTC) process, since it involves all major internal functions—including sales, quoting, order management, planning, execution, monitoring, and settlement. The QTC process is crucial to the success of LSPs, driving the customer experience, revenues, and margins.

When less than optimal, the QTC process is a costly one, causing significant revenue leakage, high days sales outstanding (DSO), and customer dissatisfaction. Disconnected, unscalable processes and siloed applications can create significant problems for LSPs and shippers, including

- Excessive lead times, quoting errors, and specialized resource demands resulting from manual quoting and paper contracts
- Difficulty in viewing a single customer on a global basis
- Inability to track quote-expiry dates and analyze revenue leakage and lost business without a centralized quote repository
- Manual processes for routing, shipment consolidation, and operational accounting
- Inability to monitor cost accruals, profitability, and shipment flow in real time throughout the shipment lifecycle
- Inaccurate billing, resulting in customer billing disputes, revenue leakage, and increased DSO

Fact: 24 of the top 25 North American logistics service providers run Oracle.

For many LSPs, opportunities for operational improvements exist across the organization. With Oracle's integrated, flexible, secure QTC solution set, you can automate and integrate the entire process—from quote to cash realization. In this way, IT becomes a strategic advantage that helps you differentiate your business in the marketplace while benefiting from lower revenue leakage, reduced costs, and lower DSO.

Automate the Quote-to-Cash Process

Oracle's solutions for QTC integrate existing siloed logistics processes—from quoting through execution and monitoring to financial settlement. Oracle's QTC platform features prebuilt, best-practice workflows that allow you to leverage your existing IT investments and easily scale without adding head count. You can integrate your applications, automate processes, and gain immediate business value through Oracle's industry-leading automation solutions for LSPs, including

- An order management integration pack that automates the order management process by integrating Oracle's Siebel Customer Relationship Management and Oracle Transportation Management to synchronize products and services, pricing, customer information, and order processing
- A driver management integration pack that automates the driver management process by integrating Oracle Transportation Management and Oracle E-Business Suite to merge driver and contractor profiles, training schedules and history, driver-absence data, and payment processes
- A financial management integration pack that streamlines the accounts payable and accounts receivable processes by integrating Oracle Transportation Management and Oracle E-Business Suite to synchronize supplier data, customer billing and freight payment, and accruals

Leverage One Version of the Truth

Oracle's solutions for LSPs eliminate information silos and enable data and process integration across the enterprise to deliver a new level of business intelligence. With a single, integrated data repository and end-to-end order-to-cash processes, you can conduct near-real-time data capture internally and with partners and customers alike.

With the right information available at the right time, your employees can provide accurate quotes, execute as quoted and planned, cost-effectively bill the right price for services rendered, and much more. In addition, internal departments can collaborate in real time to quickly communicate information to the field, effectively monitor processes, and greatly improve decision-making.

Deliver Ongoing Service Excellence

Oracle's flexible platform allows you to tailor the solutions and adapt your core processes for new service offerings, client IT restrictions and contract requirements, and other variables. The result is a new level of customer service and a far better approach to customer management. Real-time visibility into orders and shipments allows you to monitor customer orders and the end-to-end QTC process. This helps you to readily respond to order changes, identify potential shipment problems, and if needed, proactively resolve issues before they result in service failures.

Innovating Today for a Brighter Tomorrow

Today's LSPs have real opportunities to broaden services and enter new geographies, as shippers redesign their supply chains and expand into emerging economies. Yet the QTC process will only become more challenging, with a growing network and increasingly diverse customer base. LSPs need an IT strategy that can streamline logistics processes and flex with the times. Oracle solutions for LSPs implement quickly, integrate the entire QTC process via a robust technology platform, and easily scale to meet your growing business demands.

CONTACT US

To learn more, call **+1.800.ORACLE1** or visit **oracle.com/industries/travel_transportation/logistics.html**

Outside North America, visit **oracle.com/corporate/contact/global.html** to find the phone number for your local Oracle office.

Oracle is committed to developing practices and products that help protect the environment

ORACLE®

Copyright © 2009, Oracle and/or its affiliates. All rights reserved. Oracle is a registered trademark of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners. 09024588 | C16714