

The AppWorx logo is displayed in white text on a red background. The letters 'A', 'W', and 'x' are significantly larger than the other letters, creating a stylized, bold appearance.

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# Eliminating Processing Bottlenecks in the Oracle E-Business Suite Financial Period Close

Road to Las Vegas  
Denver, CO

Grant Chen  
AppWorx Corporation

22 March 2007

# Presentation Abstract



Manual processing bottlenecks in the financial period close lengthen the close, introduce errors, increase risk, and hamper compliance efforts. This presentation not only highlights potential bottlenecks but also discusses how process automation can eliminate bottlenecks and drive more-efficient processing.

# Who is Presenting



- Alex Givens  
Senior Technical Analyst  
AppWorx Corporation
- AppWorx Corporation is an automation software vendor with 10 years experience automating the E-Business Suite and over 130 customers doing so
- Concepts presented herein are based on AppWorx technology and services
- Product/services references have been minimized

- The Financial Period Close is one of the most complex and critical business processes most organizations perform.
- Automating the Financial Period Close:
  - Shortens the Time Needed to Close
  - Reduces Errors
  - Decreases Risk
  - Aids Compliance

# Processing Bottlenecks Are Caused By



- Manually submitted jobs (typically non-SRS jobs)
- Completely manual tasks (forms with no job)
- Manual parent/child/subchild job tracking
  
- Manual changes to “scheduled” jobs
- Poor workload management of ad hoc requests
- Manual integration with other applications

# Example: Open Financial Period

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Open and Close Periods (Vision Operations)

**Accounting Period**  
Latest Open: Dec-09  
Open Next Period

**Encumbrance Year**  
Latest Open: 2009  
Open Next Year

Status	Period	Number	Fiscal Year	From Date	To Date
Status	Period				31-DEC-2009
Future - Entry	Adj-09	13			31-DEC-2009
Open	Dec-09	12			30-NOV-2009
Open	Nov-09	11			31-OCT-2009
Open	Oct-09	10			30-SEP-2009
Open	Jul-09	7	2009	01-JUL-2009	31-AUG-2009
Open	Jun-09	6	2009	01-JUN-2009	31-JUL-2009
Open	May-09	5	2009	01-MAY-2009	30-JUN-2009
					31-MAY-2009

# Isn't This Workflow?



- No...
- Workflow and process automation each have a role to play (could play together)
- Workflow and process automation deal with different types of tasks
- Workflow manages tasks that ARE manual
- Workflow “automation” deals with the monitoring of tasks and the handoffs between tasks, but the tasks themselves remain manual

# Not Workflow – Process Automation



- Process automation automates the handoffs between tasks/jobs as well as the tasks/jobs themselves (thereby ensuring no manual intervention)
- Further, manual tasks can be targeted for conversion to automated jobs
  - e.g. reconciliation/verification/comparison tasks

# Bottlenecks Cause Inefficiencies

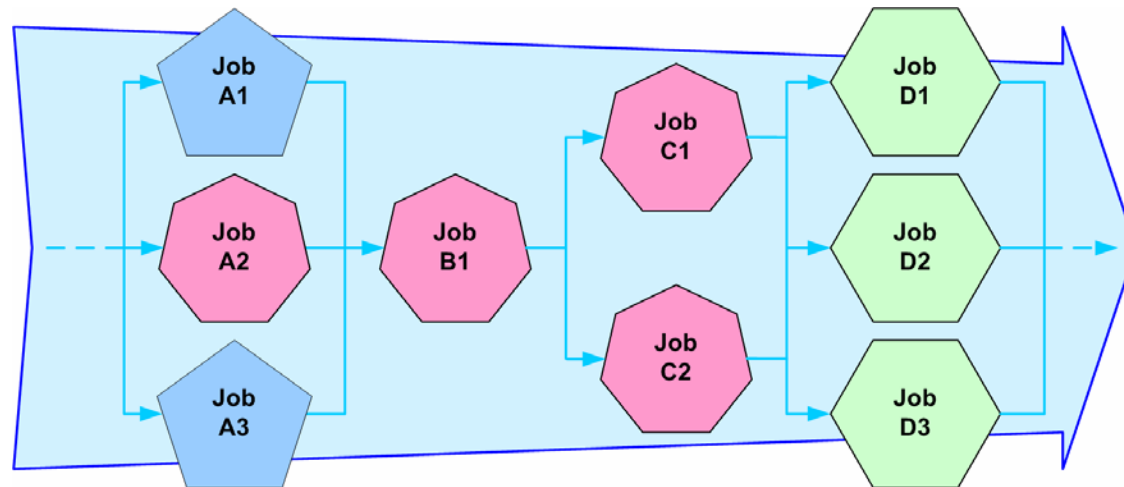
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- The overall goal for you is full automation:

The elimination of all possible manual touch points, to achieve...

## Straight-Through Processing



- Human intervention results in data entry and execution errors, and often costly recovery efforts.
- Unreliable processing and reporting (particularly financial) delays information reaching executives, postponing key business decisions.

- Technical and functional employees spend a disproportionate amount of time getting existing processes to work, correcting errors and “baby sitting” processes.
- Manual processes do not scale easily, making it difficult to support future company growth.

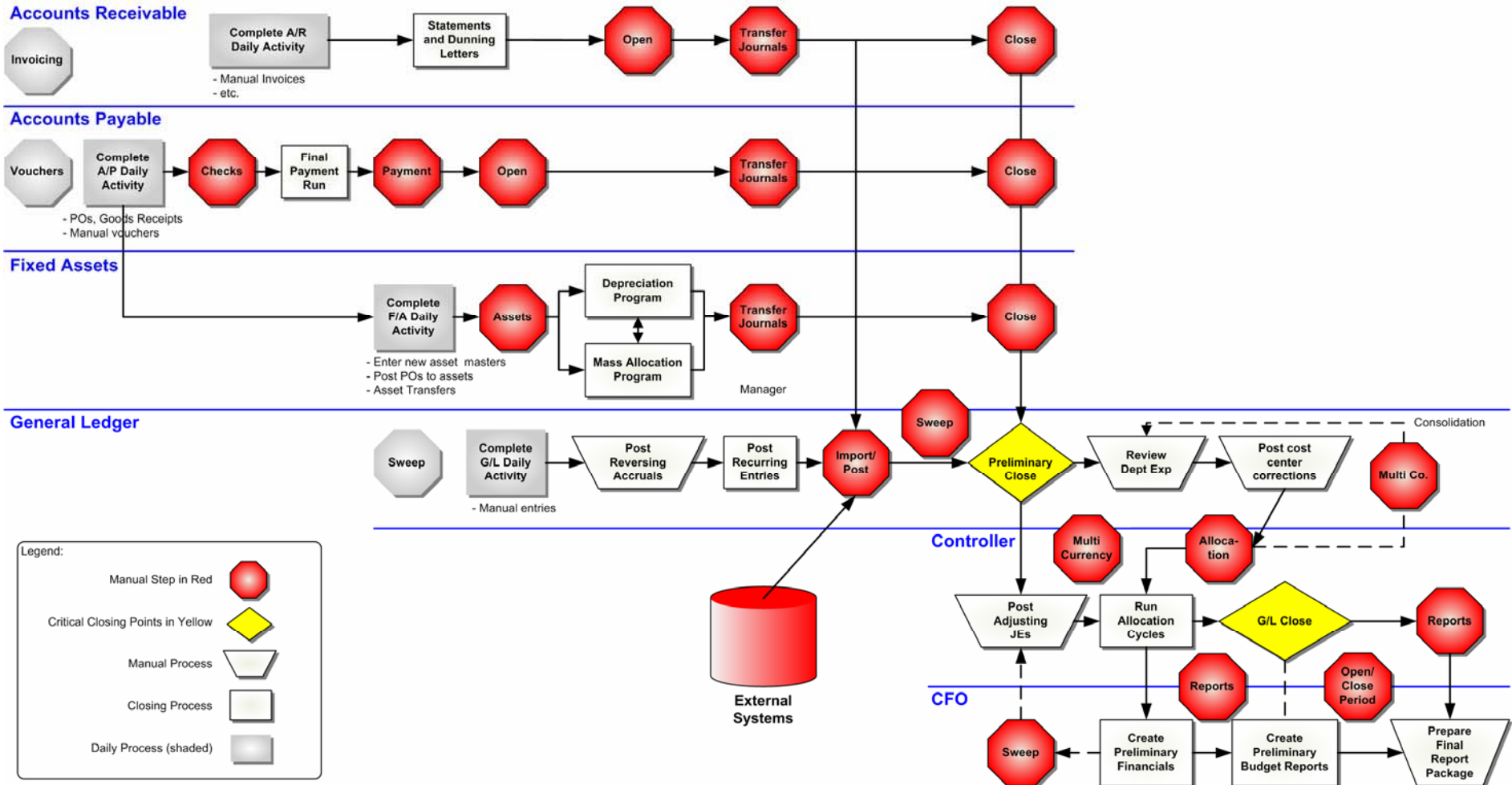
- Implementations and upgrades are costly due to manual efforts and the need to revise scripts that drive the process.
- Applications function in silos, making it difficult to automate entire business processes without doing extensive custom coding (interfaces).

- Development, reconfiguration and implementations “reinvent the wheel” each time because no unifying infrastructure is in place to provide a known standardizing starting point.
- Manual processing, no matter how well documented, is difficult to “prove” during compliance audits.

# "Standard" Financial Period Close

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# Financial Period Close with AppWorx

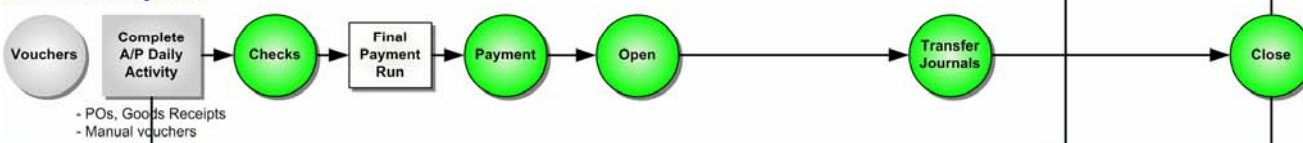
**AppWorx**

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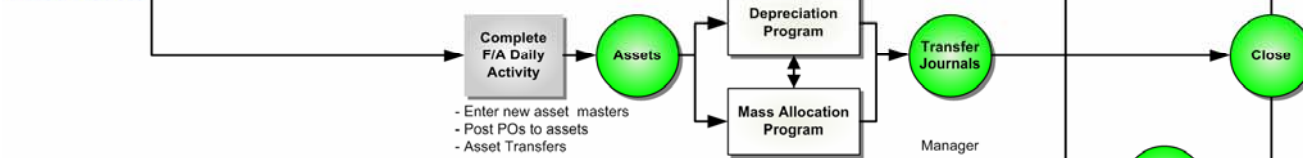
## Accounts Receivable



## Accounts Payable



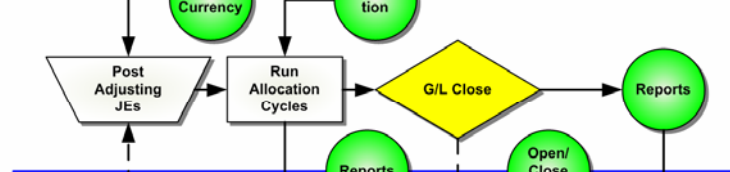
## Fixed Assets



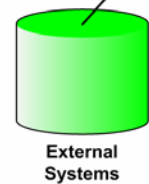
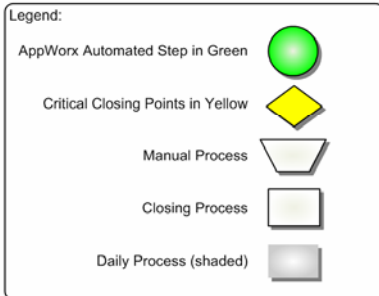
## General Ledger



## Controller



## CFO



- A number of common (but misguided?) alternatives are often attempted:
  - Throw more people at the problem
  - Customize application code
  - Write additional custom code\*
  - Try to use workflow or standard requests
  - “Live with” Concurrent Manager
  - Stagger schedules around manual jobs

\* justifiable under specific, minimized circumstances

# AR to GL Transfer

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Solution

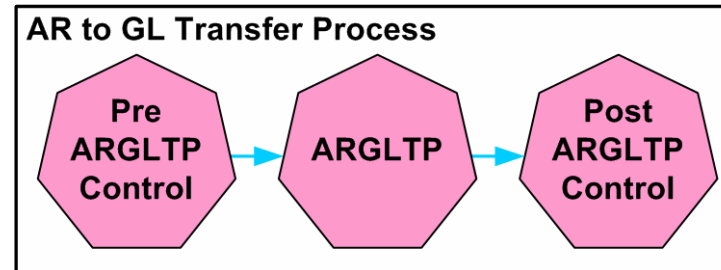
- Issues/Pain Points
  - Labor intensive to initiate, monitor and verify
  - Enforcing dependencies to/from Transfer
  - Timely processing
  - Introduced errors

# Automated Transfer in AppWorx

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- AR to GL Transfer (ARGLTP)  
a form-initiated (i.e. manual) Concurrent Manager job
- AR to GL Transfer becomes a fully automated process object in AppWorx

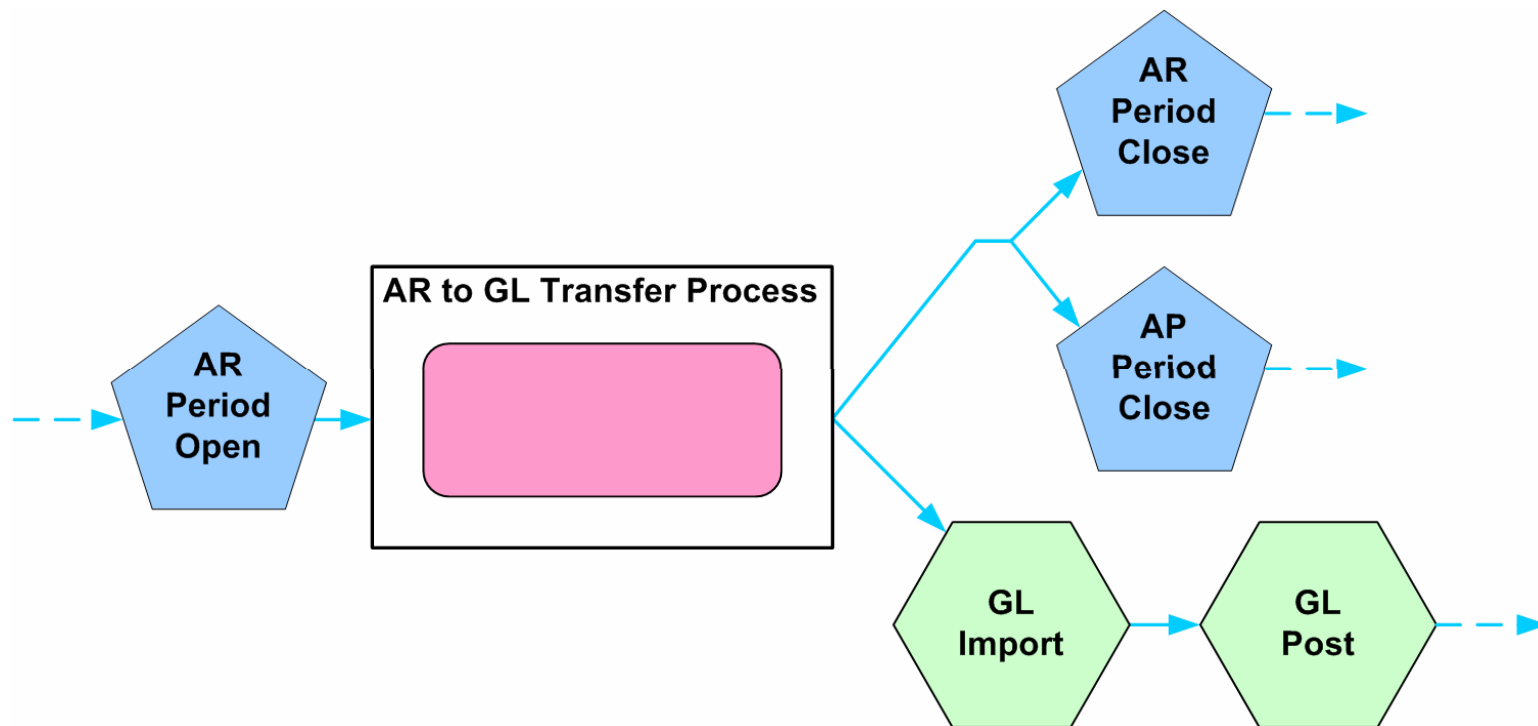


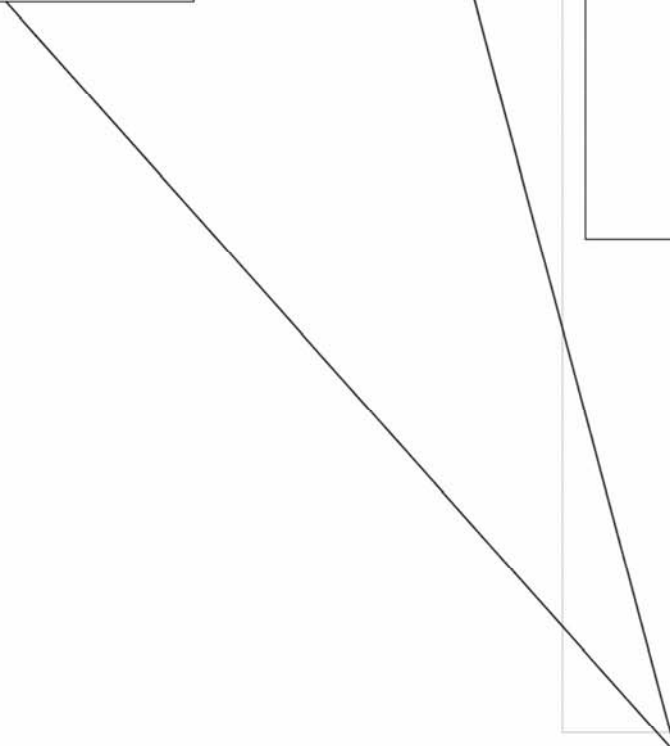
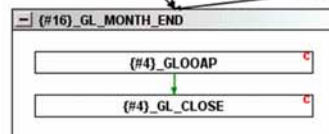
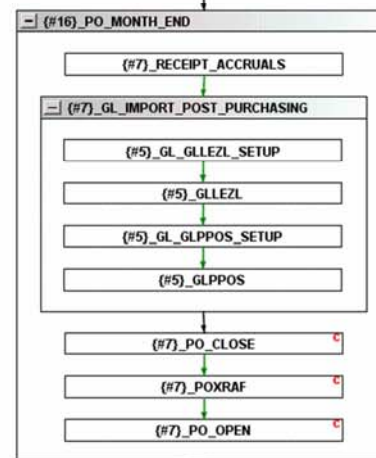
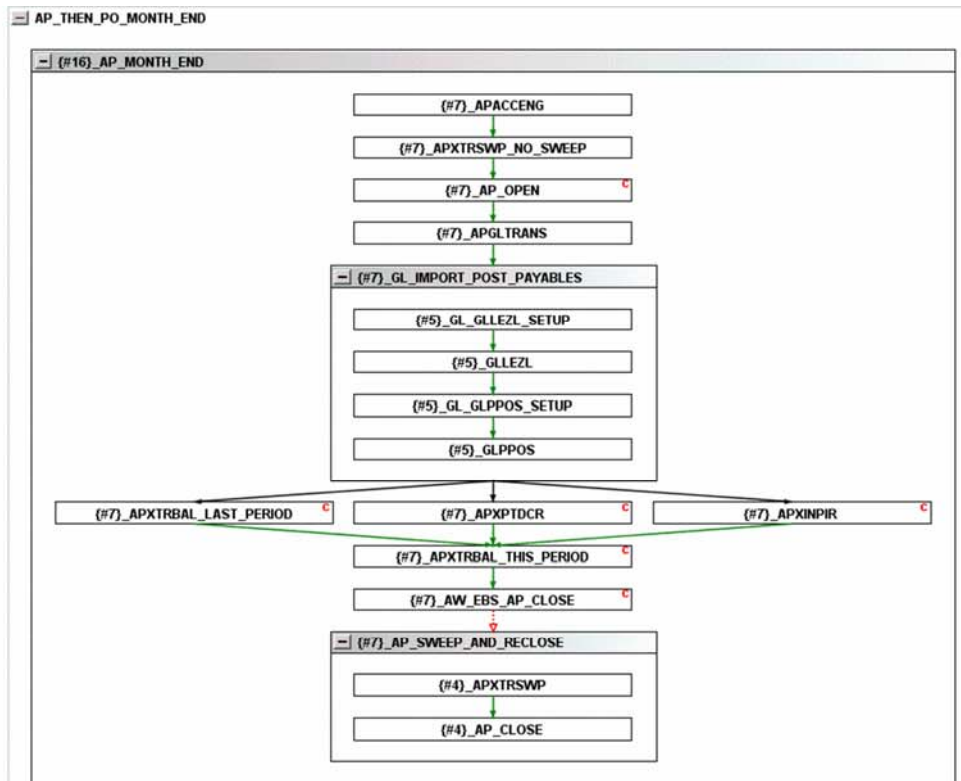
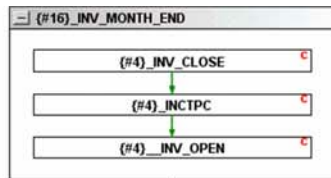
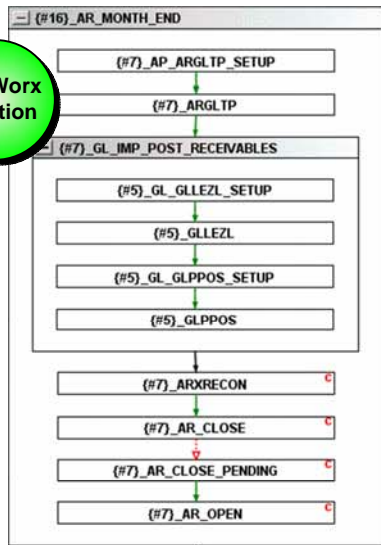
- Schedule Transfer to run automatically in AppWorx
- Transfer process object can be included inside any other process flow in AppWorx, e.g.
  - AR Period Open precedes Transfer process
  - AR and AP Period Closes follow Transfer process
  - Imports/Posts follow Transfer process

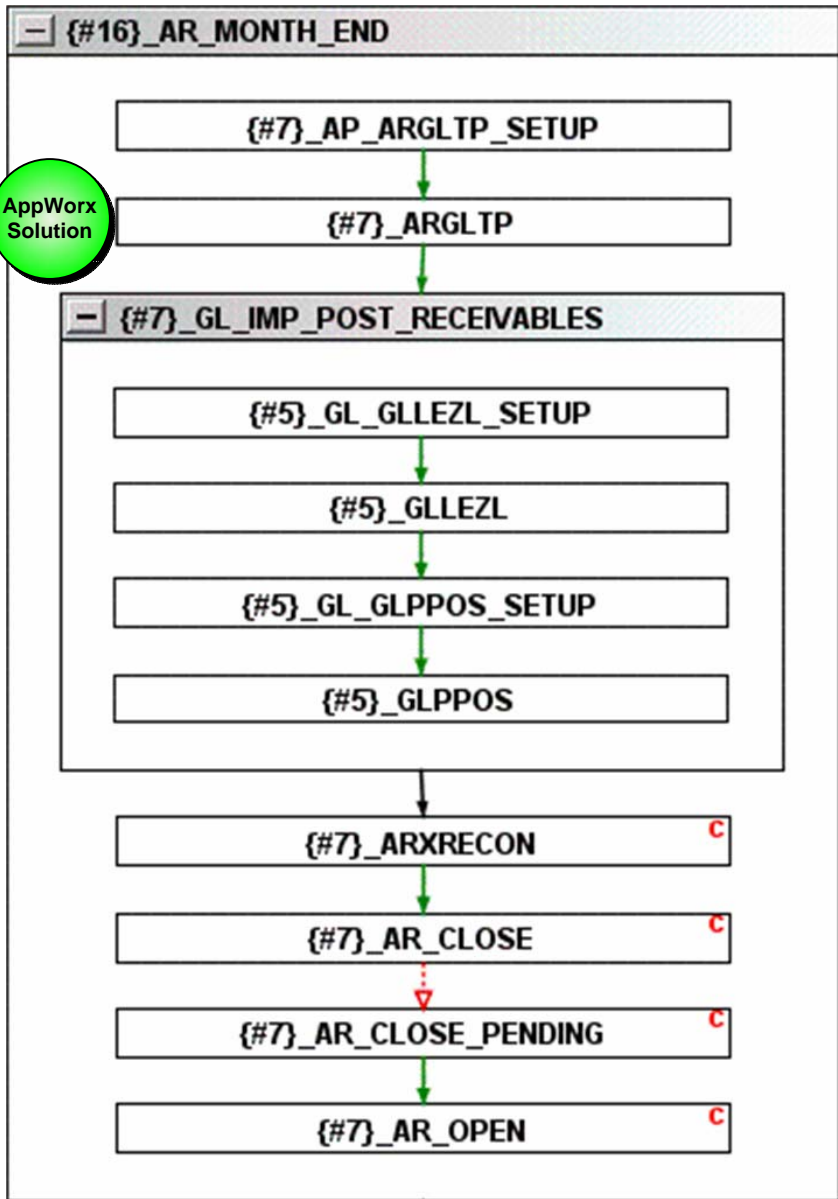
# Transfer in Larger Context

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# Transfer: Business Value



- Ensures Transfer is processed as quickly and efficiently as possible
- Ensures journals are processed correctly
- Automates transfer with import process
- Provides warnings if not processed correctly
- Done in proper sequence of postings

# Transfer: Customer Successes

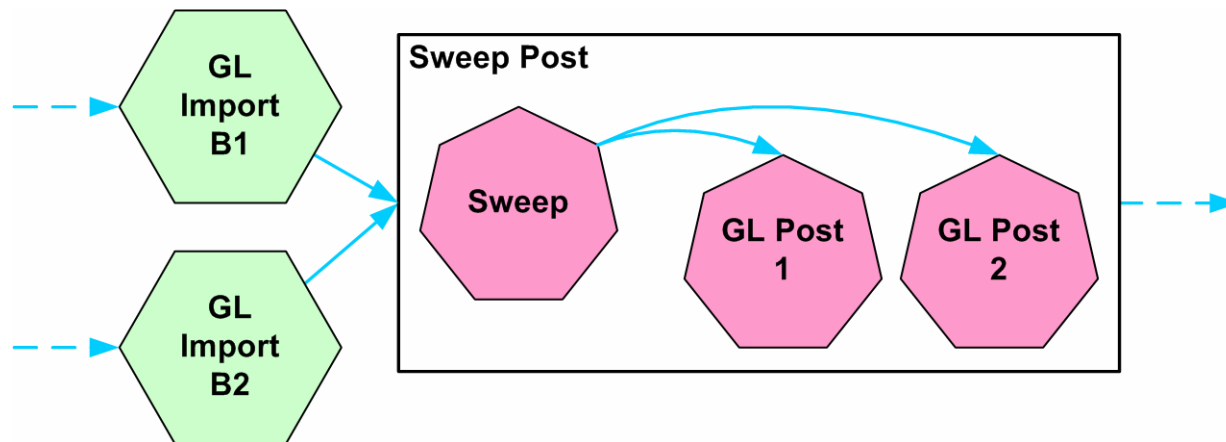


- AppWorx Consulting Services has successfully implemented the AppWorx AR/GL Transfer solution for many companies including the following:
  - General Electric (numerous divisions)
  - McGraw Hill (\$5.2 billion, 17K emps.)
  - Symantec (\$2.5 billion, 5K employees)
  - Shop-Rite Supermarkets (\$760 million, 7K emps.)
- Each company automated the AR/GL Transfer process which in turn led to increased or complete automation of the Financial Period Close

# Sweep in Larger Context

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# Sweep Posting: Business Value



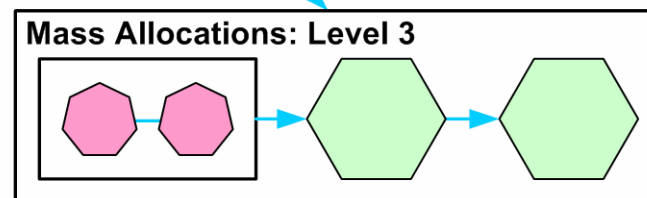
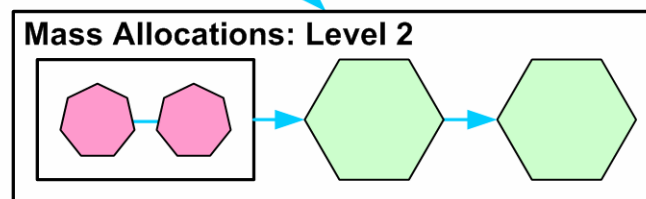
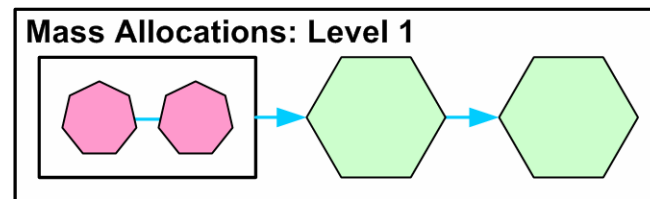
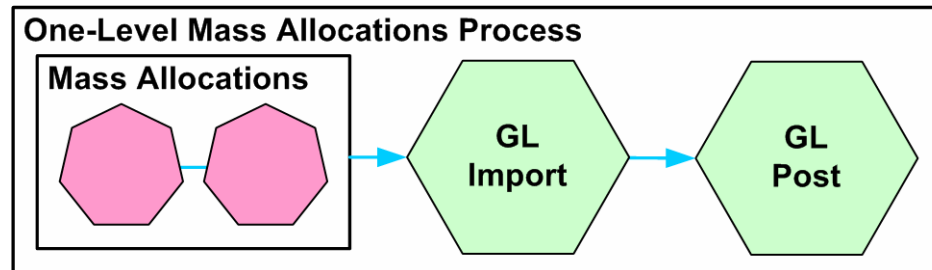
- Improve accuracy by reviewing more frequently
- Less impact on Close –  
find errors/problems earlier in the month
- Could think of this as a preparatory process performed during the month to make the end-of-month Close faster

# Sweep Post: Customer Successes



- Wakefern Foods (\$6.5 billion, 50K employees)
  - Automated simple posting
- Jacobs Engineering (\$4.6 billion, 35K employees)
  - Was posting batches manually once a week
  - Automated sweep posting
  - Now sweeping daily automatically
- USG (\$4.5 billion, 13K employees)
  - Was posting batches manually once a week
  - Automated selective sweep posting
  - Now posting selected batches daily

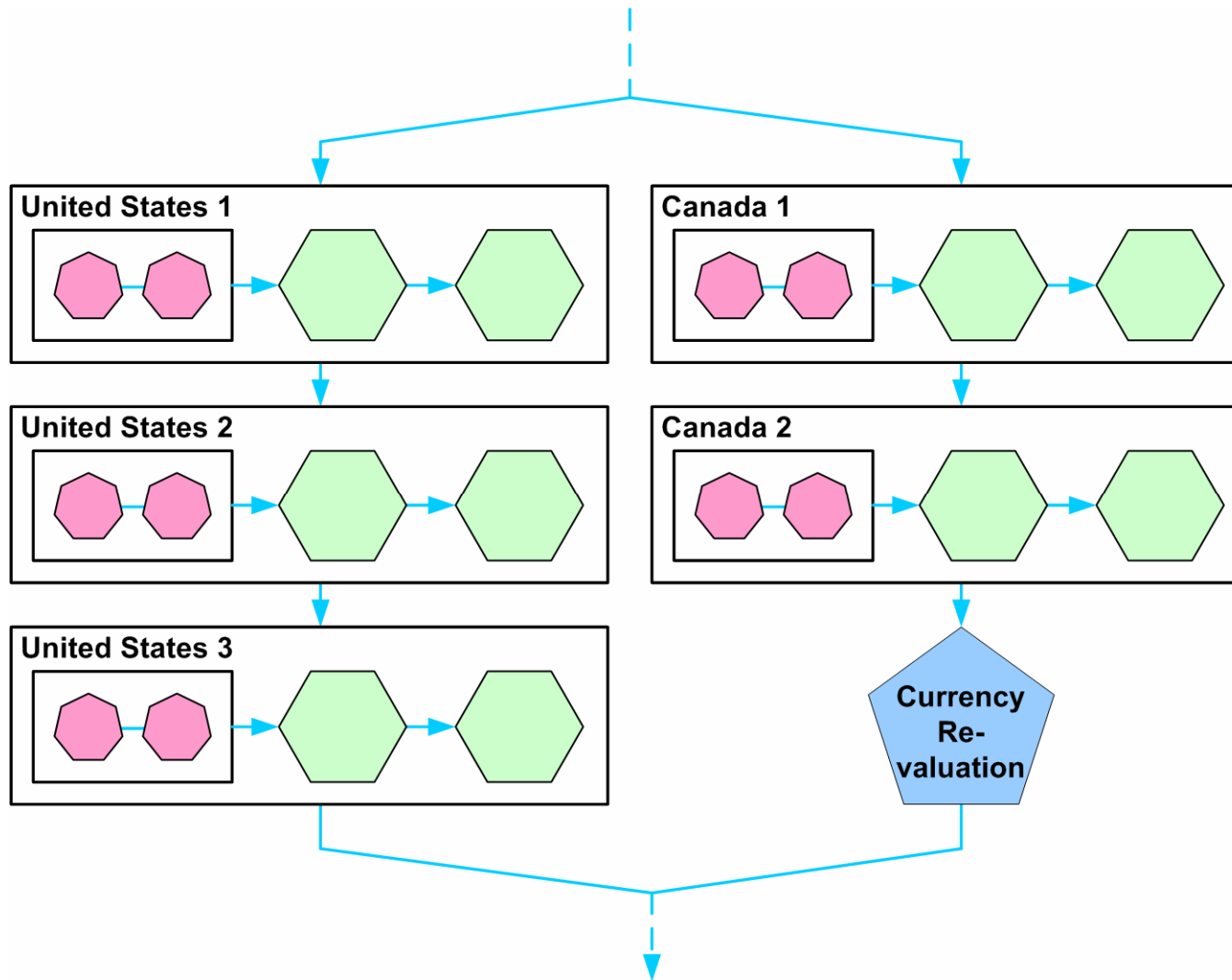
# Allocations in Larger Context



# Allocations: Even Larger Context

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# Allocations: Business Value



- Speed up allocations process by automating manual processes
- Verify data automatically before proceeding to next level
- Ensure process and level dependencies are met
- Schedule to run unattended at off-peak hours

# Allocations: Customer Successes



- Division of a major corporation  
(they prefer we don't name names)
  - Had very complex, multi-level, multi-currency allocations run
  - Was run manually at night by (tired) day staff
  - Was highly error prone
  - Several significant documented failures cost \$50K-\$150K each to detect, back out, repair and rerun
  - Automated entire process to eliminate errors, speed processing and relieve tired staff

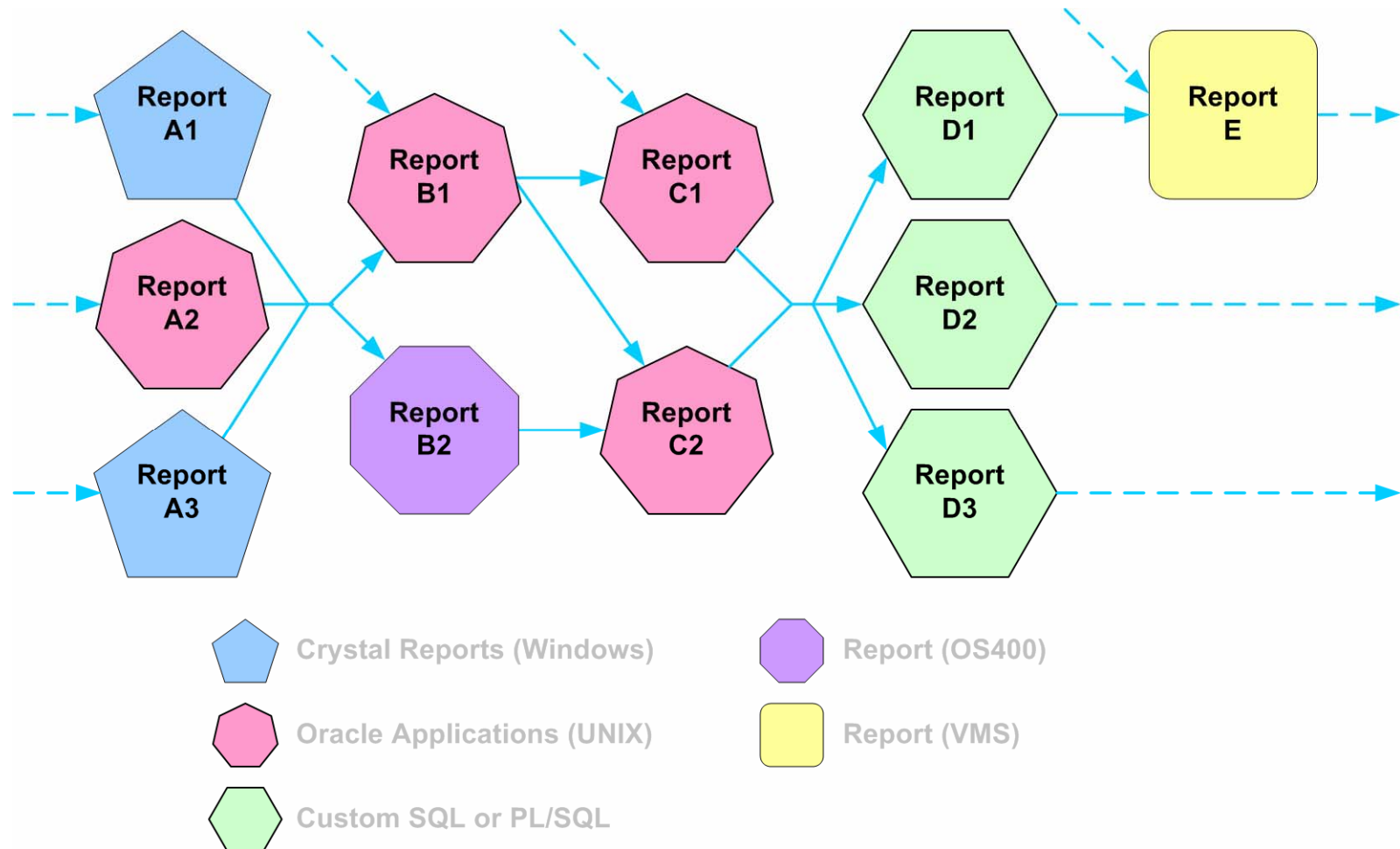
- Issues/Pain Points
  - Too many requested reports adversely impact Production at critical times
  - Pushing data to reporting instance
  - Running reports from other applications in tandem with EBS reports
- Alternative
  - Try to manage total report workload with Concurrent Manager
    - CM can only affect EBS reports, not others (e.g Crystal Reports)

- “Invisible” Reporting Instance
  - Route selected production report requests transparently to a reporting instance
- Execute jobs to populate the reporting instance
- Mix and match reports of all kinds in the same process flow
- Output distribution can automatically push reports to where they need to go

# Mix and Match Reports

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# Reporting: Business Value



- Complete workload management of all reporting
  - Scheduled, ad hoc requests, EBS, non-EBS, etc.
- Ensure reporting instance is up-to-date and valid
- Issue reports when data is validated
- Distribute reports automatically
- Well-defined processes

- Ricoh Inc. (\$2.1 billion, 11K employees)
  - Implemented AppWorx “Invisible” reporting instance
  - Brought end user and scheduled jobs under the same control
  - Ensures volume of end user requests has little or no impact on Production at critical times (e.g. month end)
  - Reduced burden on end users (one login to remember)
  - Updating of reporting instance can also be automated



- Issues/Pain Points
  - Ensuring availability of external data files (get or wait)
  - Validating data files prior to loading
  - Ensuring loads occur correctly
  - Ensuring hand off to EBS processing

# External Interfaces in AppWorx

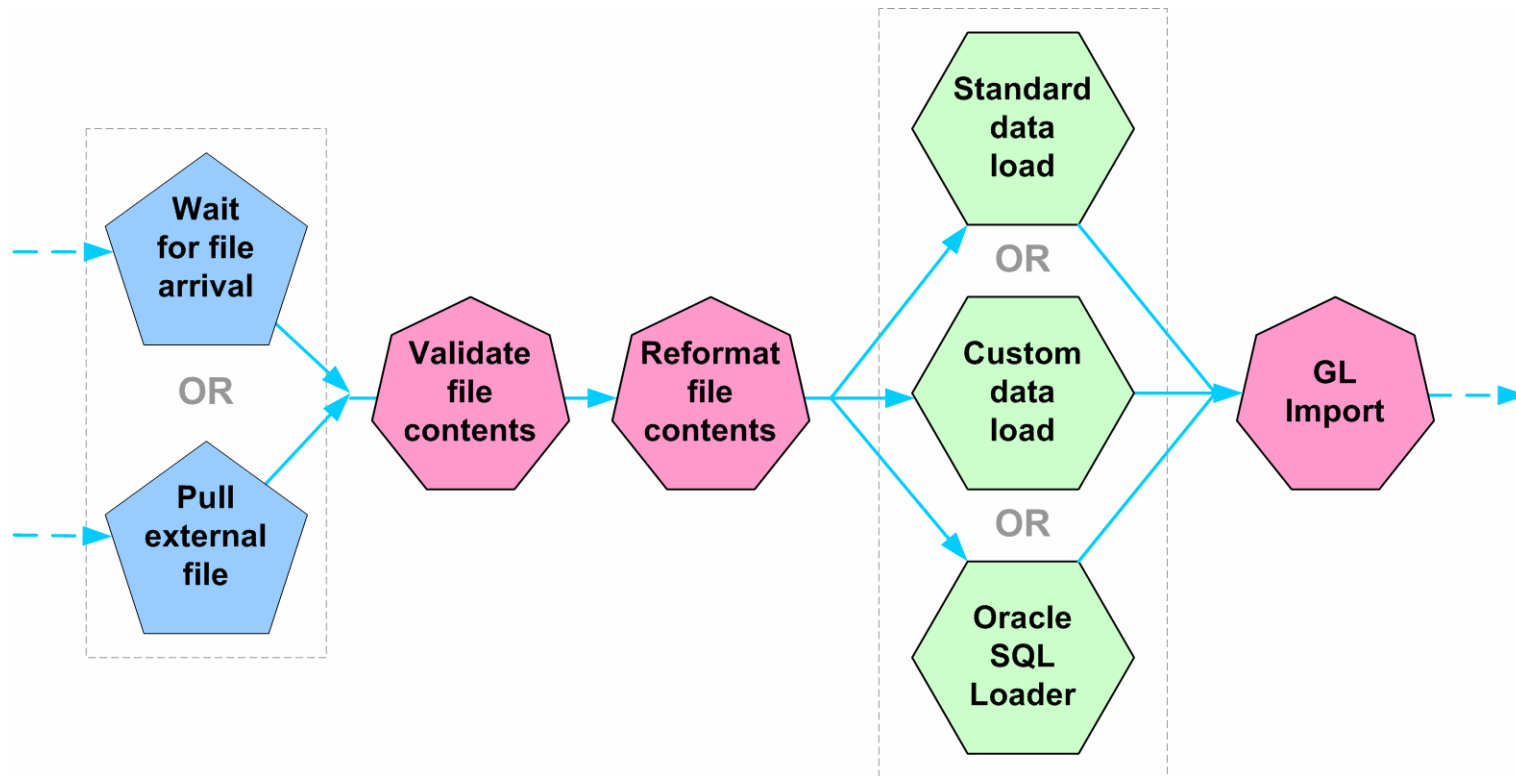


- Mix and match jobs in the same process flow:
  - off-the-shelf and custom applications
  - across different operating systems
  - across different servers
- In cases requiring custom coding, AppWorx infrastructure can help you write less code and speed testing

# Automated External Interfaces

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# External Interfaces: Business Value



- Verify data accuracy
- Notify if data not appropriate or accurate
- Import correct data once
- Seamless handoff between non-EBS and EBS processing
- Decrease processing time

# Brief AppWorx Corporation Profile



- Developers of innovative, feature-rich, proven infrastructure software for enterprise application scheduling and automation
- Delivering product since 1992
- Designated “Most Visionary” by Gartner Group in two most recent “Magic Quadrants”
- 700+ AppWorx customers worldwide
- 130+ customers automate EBS with AppWorx
- Core competency in automating the Oracle e-Business Suite
- Oracle certified integration since 1997

# Automation Business Values



- Avoids human-introduced data entry and execution errors, and costly recovery efforts.
- Speeds key business decisions by ensuring a reliable financial close.
- Ensures technical and functional employees spend their time on high-value tasks.
- Automated processes scale easily, making it easier to support future company growth.
- Speeds implementations and upgrades.
- Integrates disparate applications without extensive custom coding.
- Automation infrastructure establishes standardized starting point.
- Automated processing is “self-documenting” providing “proof of activity” information during compliance audits.
- AppWorx automates, integrates, and accelerates processing.

# AppWorx Contact Information



- Targeted conference calls, web demonstrations or on-site presentations:

AppWorx Corporation:

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- booth
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- [info@appworx.com](mailto:info@appworx.com)