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How Process Workflow can extend the role of integration

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How Process Workflow can extend the role of integration

Partner Community Update November 2020

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Agenda

1	**Digital business challenges**
2	Oracle Integration overview
3	From Workflow to Workflow
4	Demo
5	Summary

Integration:
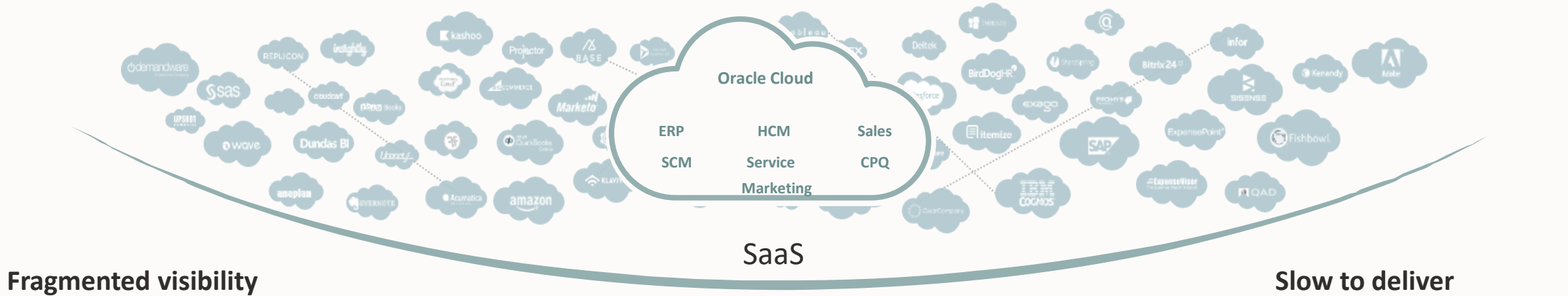**Foundation for digital business**

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50%

time and cost

> "integration work will account for 50% of the time and cost of building a digital platform"
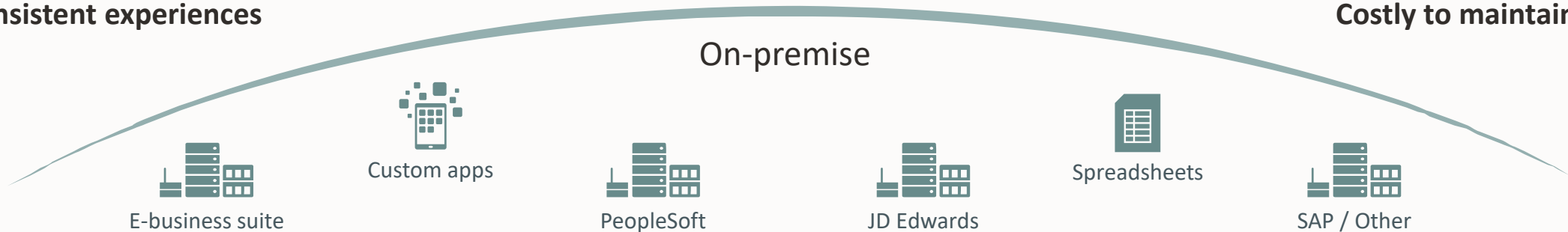
Gartner - 2020

Integration was complex

Oracle Cloud

ERP   HCM   Sales

SCM   Service   CPQ

Marketing

SaaS

Fragmented visibility   **Slow to deliver**

Slow to deliver and change

Inconsistent experiences   **Costly to maintain**

On-premise

Custom apps   Spreadsheets

E-business suite   PeopleSoft   JD Edwards   SAP / Other

What are your digital business challenges?

HCM   Recruit to pay

ERP   Requisition to receipt
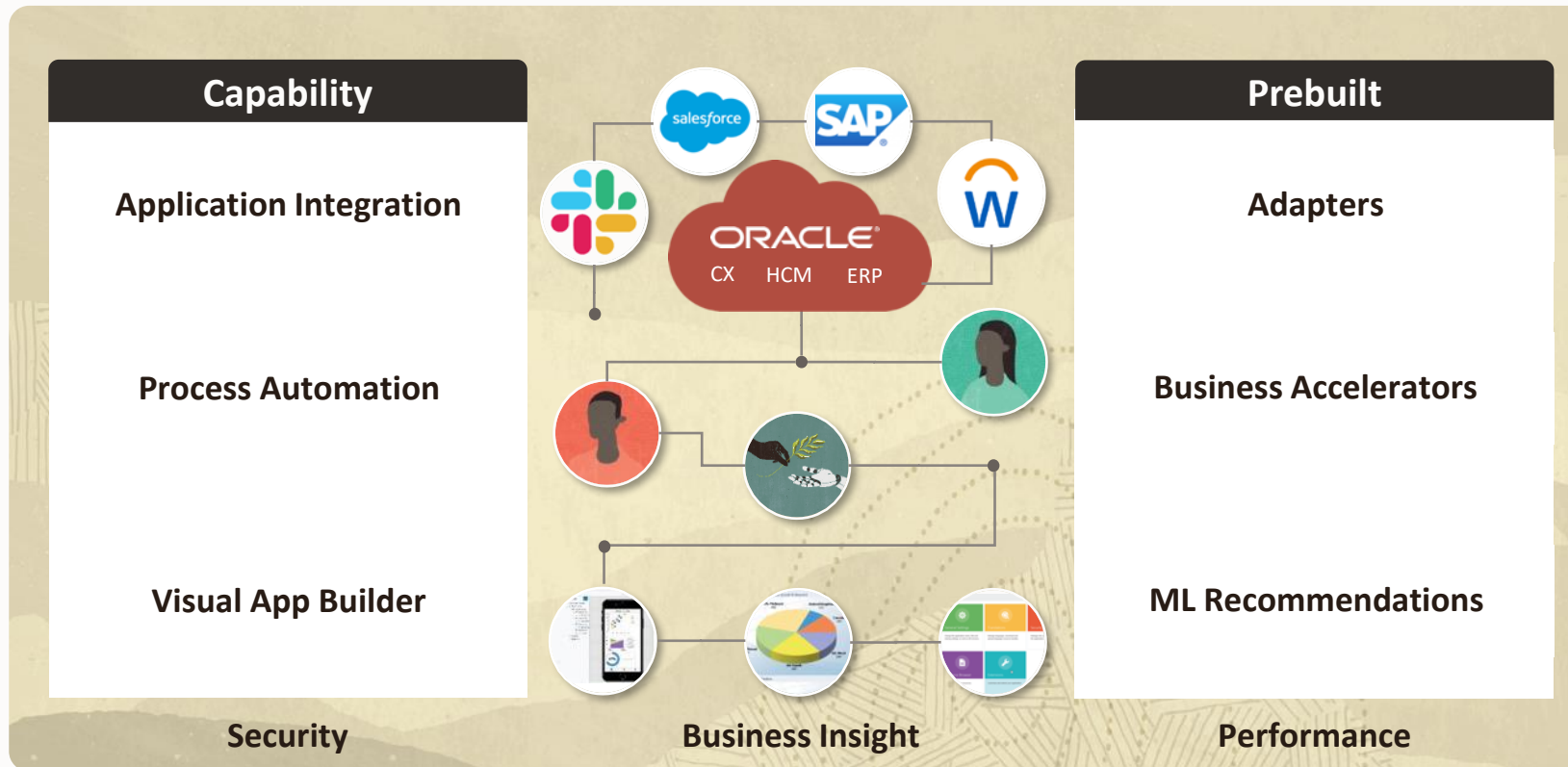
CX   Lead to invoice

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Oracle Integration

Prebuilt application adapters for automating end-to-end business processes

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Integration

Digital assistant   Blockchain   IoT   Augmented analytics

Deployment flexibility

Cloud

Cloud + Ground

Ground

Capability

Application Integration

Process Automation

Visual App Builder

ORACLE
CX   HCM   ERP

Prebuilt

Adapters

Business Accelerators

ML Recommendations

API management

apiary

Design

Govern

Manage

Monetize

Security   Business Insight   Performance

# Application integration

SaaS to on-premise connectivity

- Prebuilt adapters supported by Oracle

- Prebuilt integration recipes

- Embedded recommendations

- Connect SaaS with on-premise apps

- Extensive support for non-Oracle apps
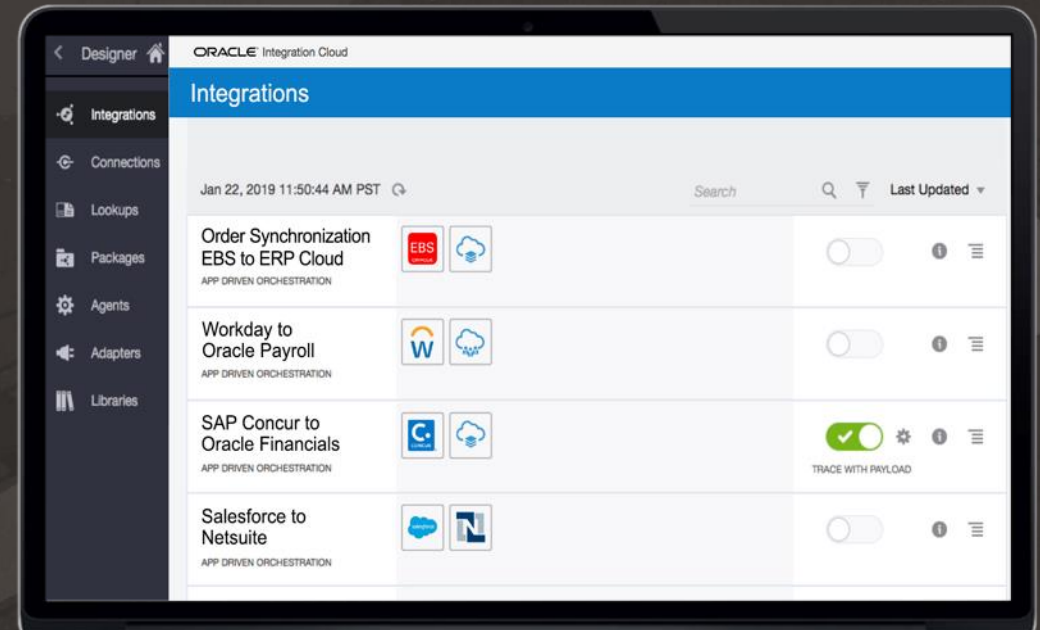
Adapter library

Connect with any application faster

- Business-centric view of Application Programming Interfaces (APIs)

- Automatic discovery of business objects, services, events

- Deployment choice for cloud and on-premises execution
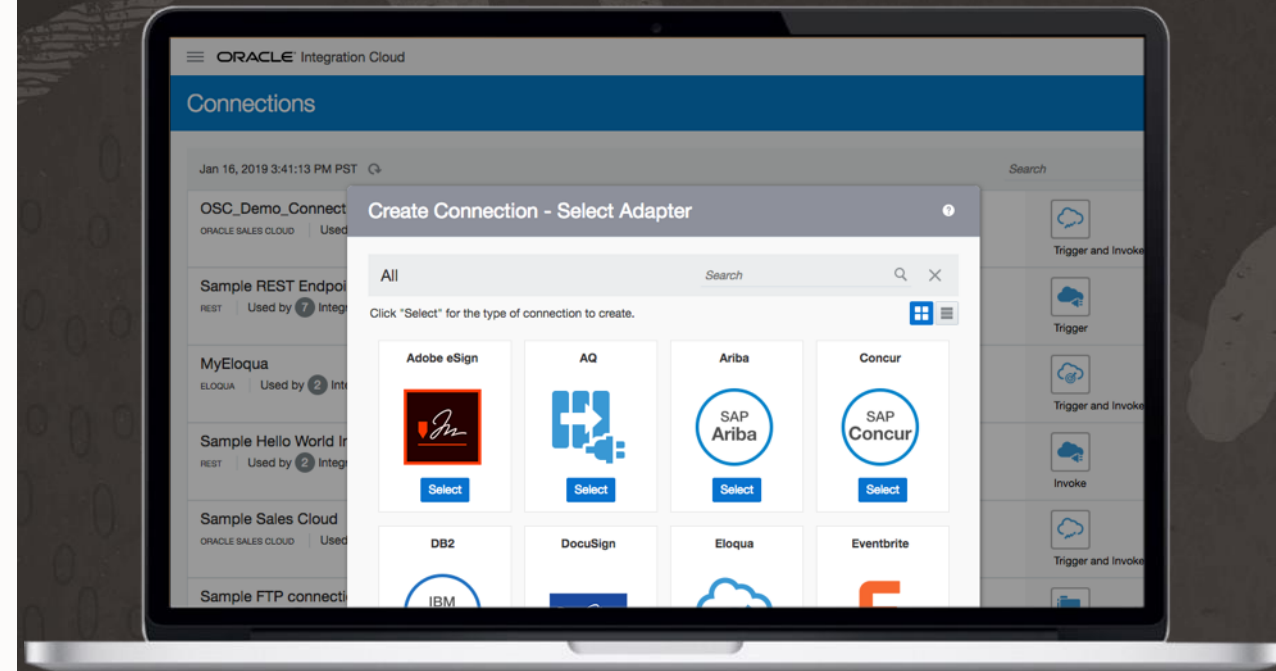
Enterprise connectivity

Prebuilt adapters for cloud, on-premise, Oracle, non-Oracle and custom apps

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Integration

ERP Connectivity

ERP Cloud	ORACLE NETSUITE	EPM Cloud	Commerce Cloud	Utilities Cloud	Logistics Cloud

ORACLE E-Business Suite ORACLE JD Edwards SAP S/4 HANA SAP Commerce Cloud SAP Ariba CONCUR Shopify

HCM Connectivity

HCM Cloud   Taleo — Talent Acquisition Cloud   Taleo — Talent Cloud for Midsize

successfactors An SAP Company   workday

CX Connectivity

Engagement Cloud   CPQ Cloud   Eloqua   Responsys   Marketo   salesforce   PayPal

Field Service Cloud   Service Cloud   Policy Automation   ORACLE Siebel   servicenow

Database Connectivity

Database Cloud   ATP Cloud   ADW Cloud   Database

MySQL   Microsoft SQL Server   IBM DB2

Productivity and Social Connectivity

DocuSign   twilio
facebook   Eventbrite
Google Calendar   Slack
twitter   Trello
Gmail   Google Tasks
box
MailChimp   MS Contacts
Adobe Sign   MS Email
Linked in
SurveyMonkey   MS Calendar

Enterprise Messaging

Apache Kafka   OCI Streaming

JMS, AQ   IBM MQ Series

Technology Connectivity

AS2
REST   FTP
SOAP
SOA Suite   FILE

RPA Connectivity

UiPath

AUTOMATION ANYWHERE Go be great.

Future Proof

+

Limit maintenance and upgrade costs
Oracle supported

For more detailed information see here

Integration recipes

Leverage prebuilt recipes and best practices to accelerate delivery

- **Jointly developed** with Oracle and SaaS engineering

- **Upgrades handled** through pre-release testing and validation

- **Deliver faster** with proven best practices and latest application features

- **Lower cost** of compliance by adding enterprise IT controls to recipes for reuse

- **Selected recipes** on Oracle Integration home page and more on Marketplace
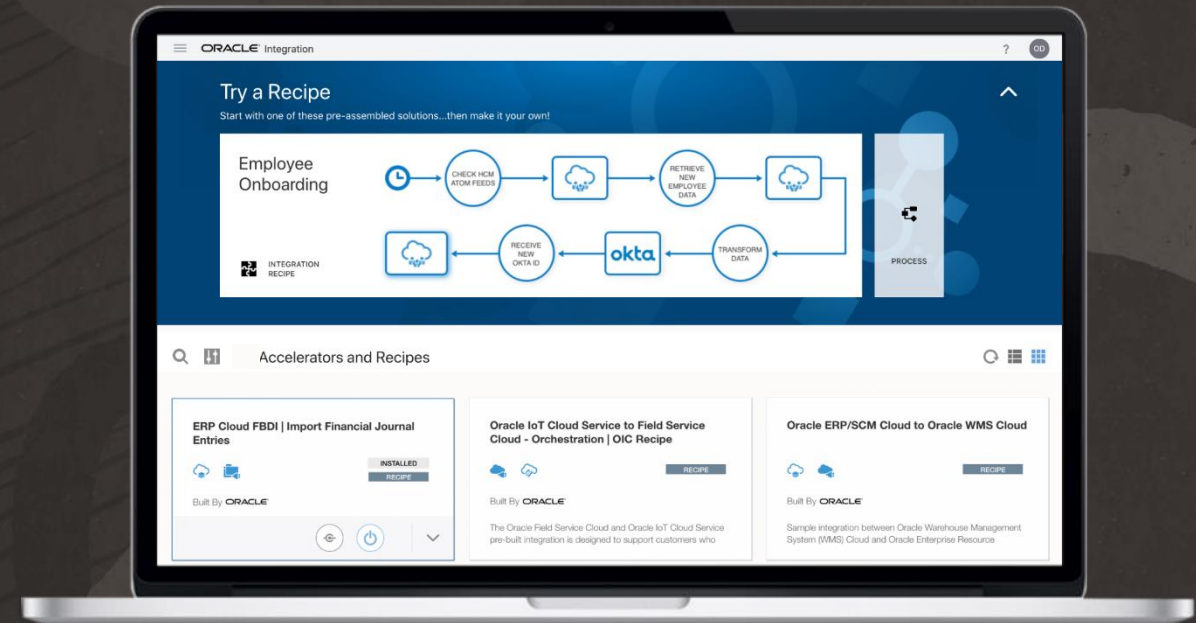
Workflow:
Visual process automation

Drag and drop design saves time

- **Orchestrating** human and digital actions for approvals that span systems of record

- **Digitizing** your end to end business processes faster using prebuilt templates

- **Visually designing** rules and embedding mobile forms to enable seamless UX

- **Automating process** steps by selecting prebuilt integrations from shared catalog

- **Using human-in-the-loop** RPA adapters to quickly remediate transaction issues
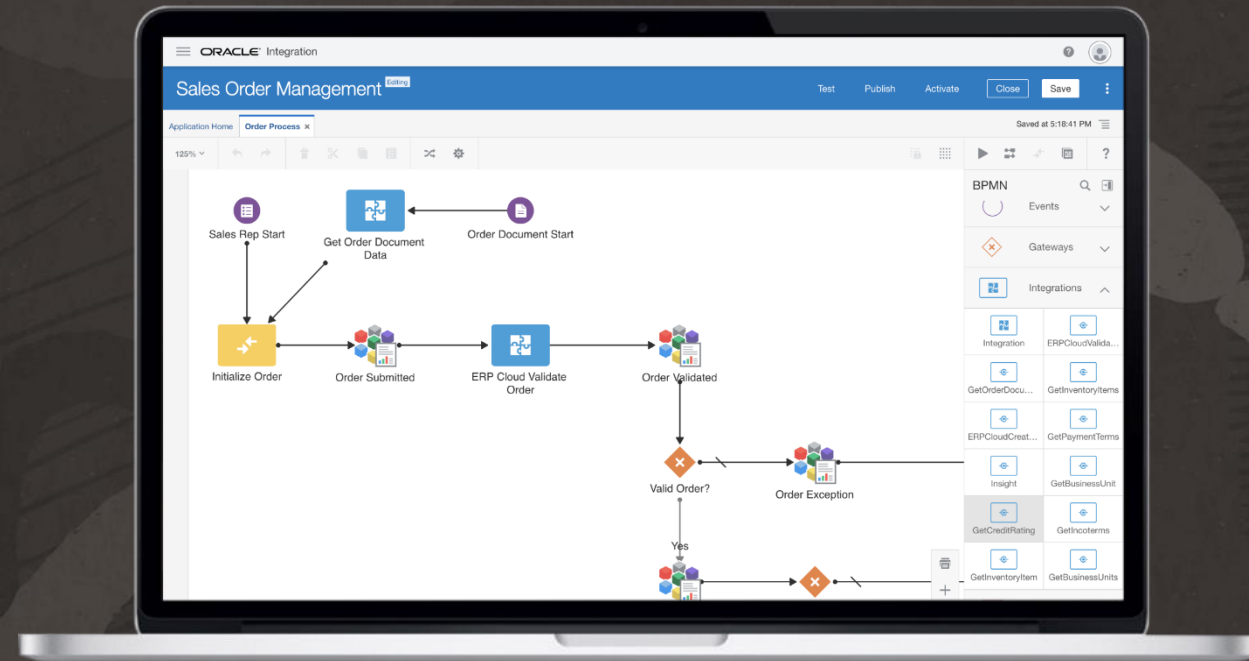
Visual application builder

Connected Mobile & Web Apps in Minutes

- **Discover** Oracle SaaS business objects
- **Surface and reuse** process automations
- **Build** with intuitive drag & drop model
- **Securely enrich** SaaS for digital processes
- **Extend** via JavaScript, REST, HTML, CSS
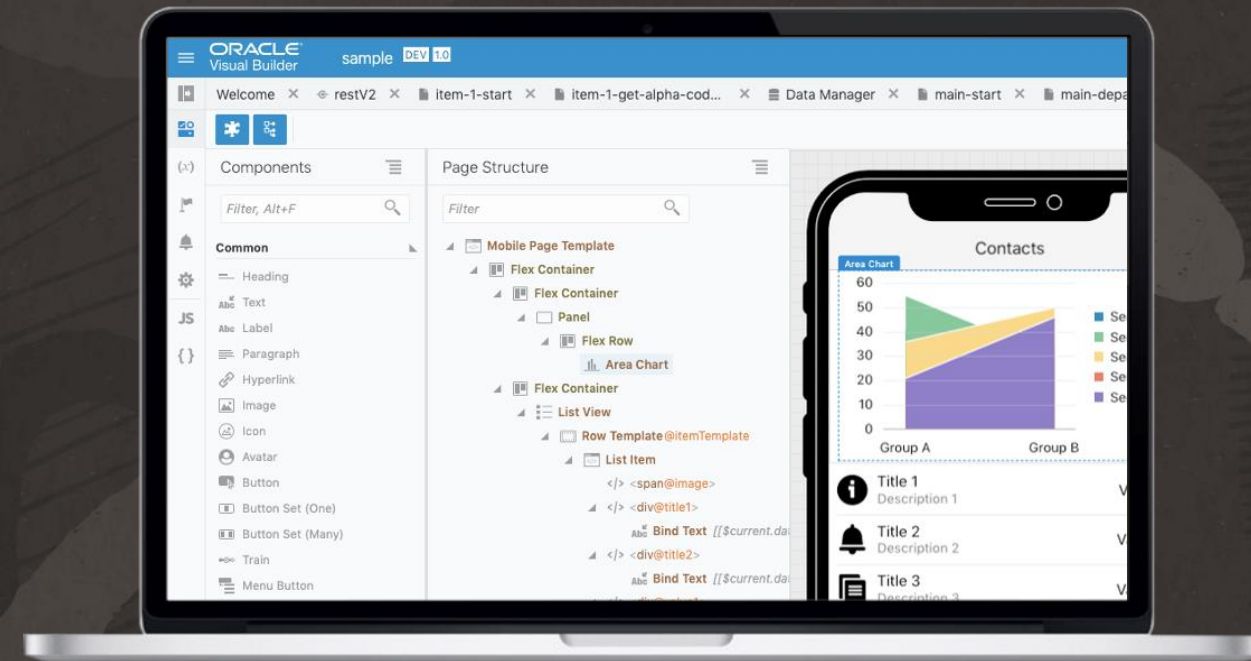
Business insight and analytics

Visualize end-to-end process status

- **Gain real-time visibility** into digital processes for business owners to act on

- **Prevent business failures** or delayed tasks with early warnings and actionable insights

- **Visually define** business metrics with an intuitive drag and drop experience

- **Embed dashboards** into applications for a seamless user experience and no training

- **Rest easy** when application integrations change because metrics are unaffected
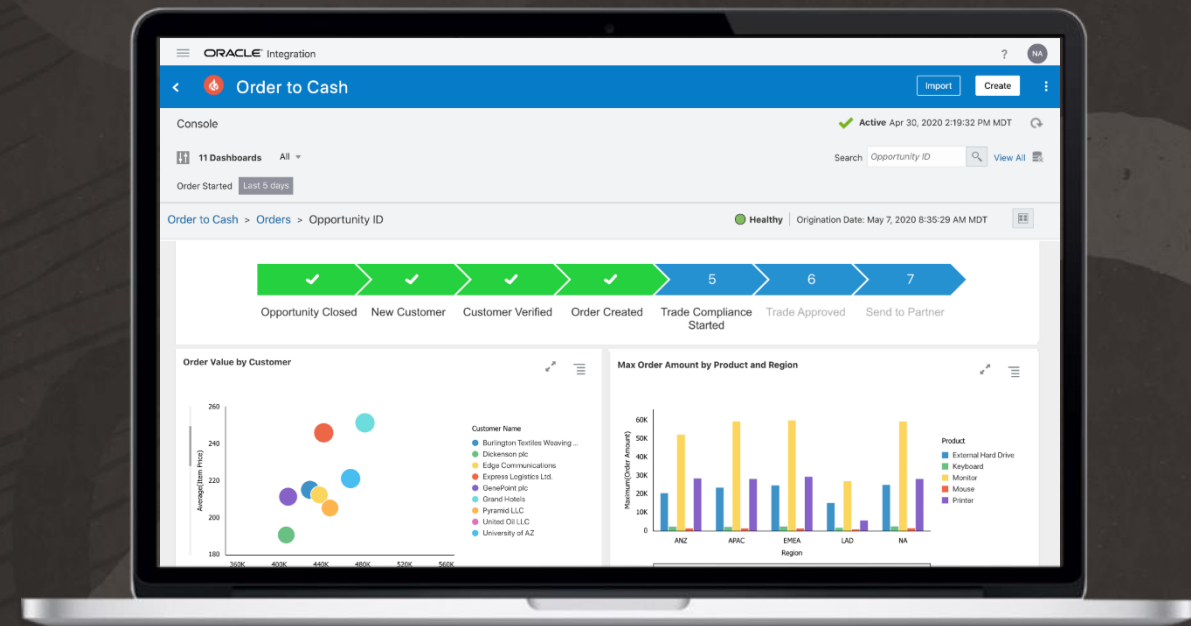
Intra Cloud and Cloud to Cloud Integration

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ORACLE CLOUD

ERP   HCM   Sales

SCM   Service   CPQ

Marketing

Connect
Applications across clouds

Automate
End-to-end digital processes

Manage
API lifecycle and ecosystem

Quick wins + lower risk = Your digital edge

Agenda

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When do I need to think in terms of "Process" ?

- **Everytime two or more humans are going to work jointly on set of tasks:**
  - Insurance: Claim resolution
  - Banking: Loan approval
  - Telco: Customer Provisioning
  - HR: Travel Approval for candidate interview
  - Pharma: Drug Clinical trial validation
  - Motor: New gen component validation
 - ….
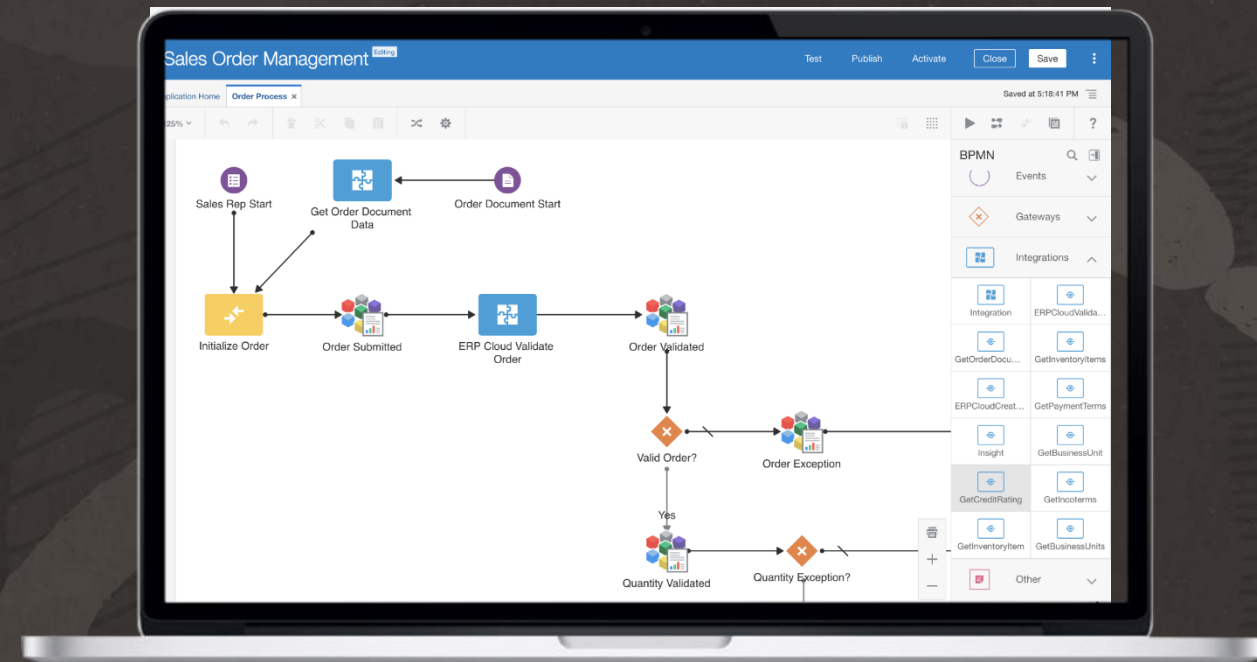
Workflow:
Process invoking an Integration

- Because most processes create something:
  - An invoice
  - A record in a SaaS tool
  - A line in a database
- **Bridging those 2 worlds is difficult**
  - Different teams (Business vs. IT)
  - Different culture ("my work is finished" means different things)

Linking an integration to a Process by "drag&drop" is key
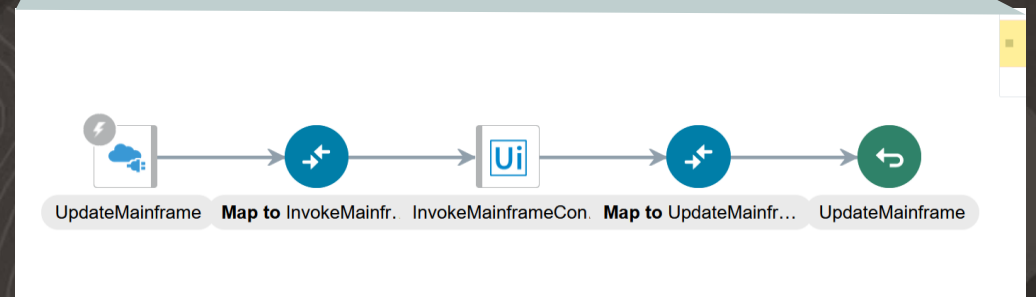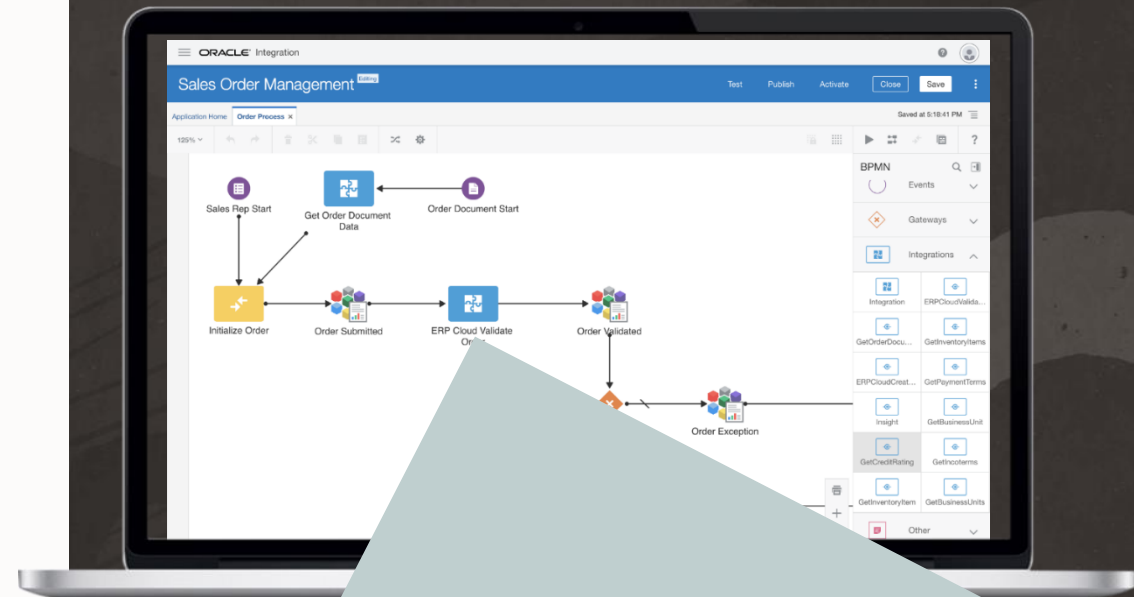
Workflow:
Integration invoking a Process

- Integrations are not well suited to cater for multi-steps resolutions

- **Invoking a Human-centric Process from a technical integration is complex**

  - Those who know can't do it

  - Those who can do it , don't know how.

- **Most companies do it "à la 90s" :**

  - **Read the log file**

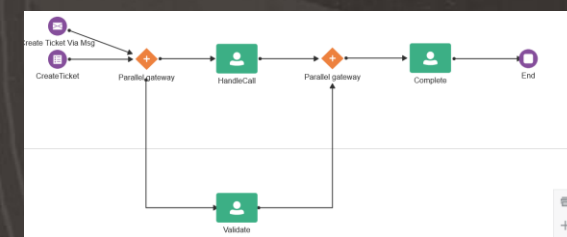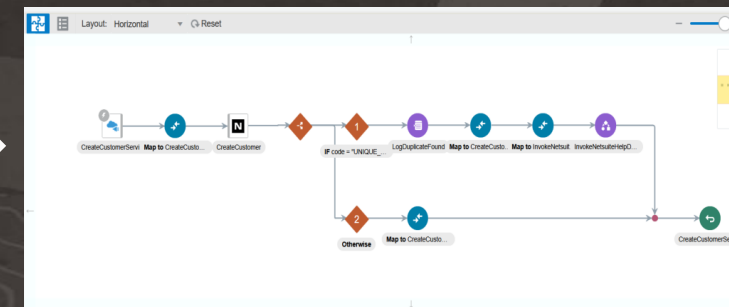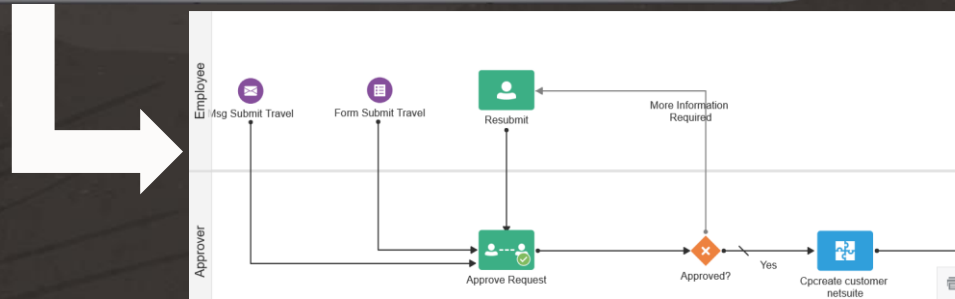 - **Send an email to those who** (maybe) **know something**
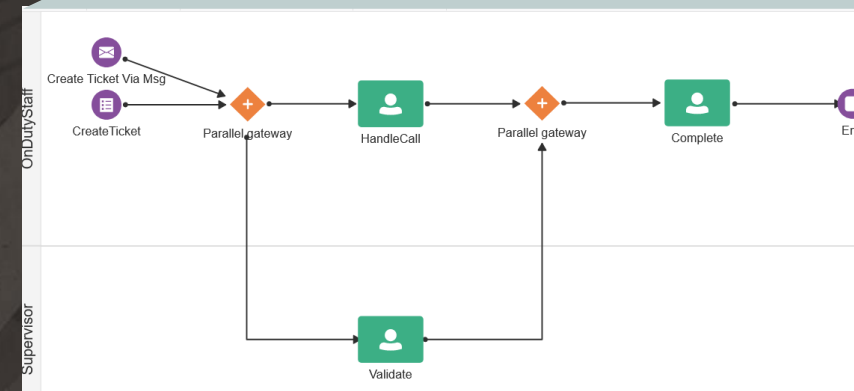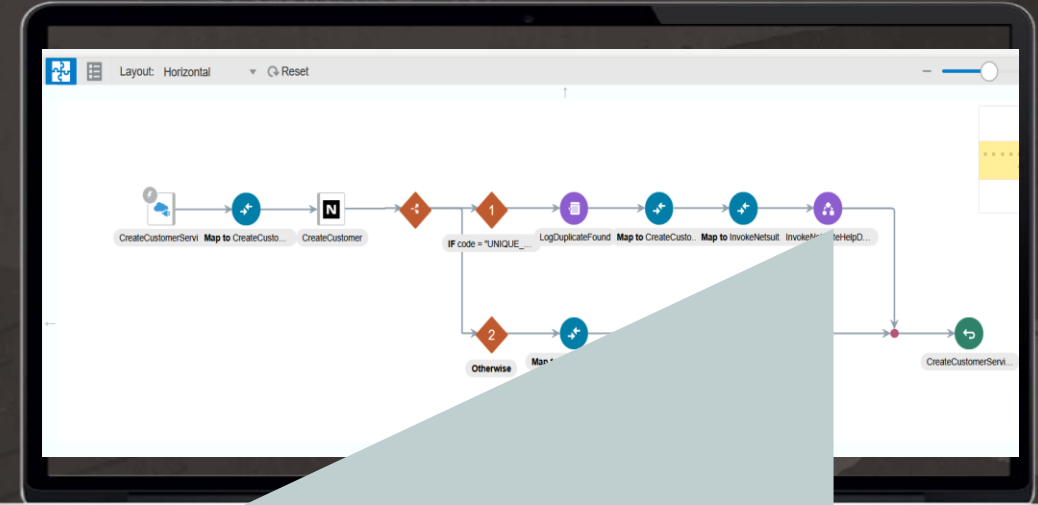
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Demo scenario:

- Extension to an existing app:
  - Let us submit a "Travel Approval request" workflow from a "generic UI"

- This Process will end up creating a Contact in NetSuite via an integration

- However, if we submit it a second time, Netsuite integration will issue a "Duplicate contact" error

- The integration will trigger a Human Workflow process to handle this "trouble ticket"
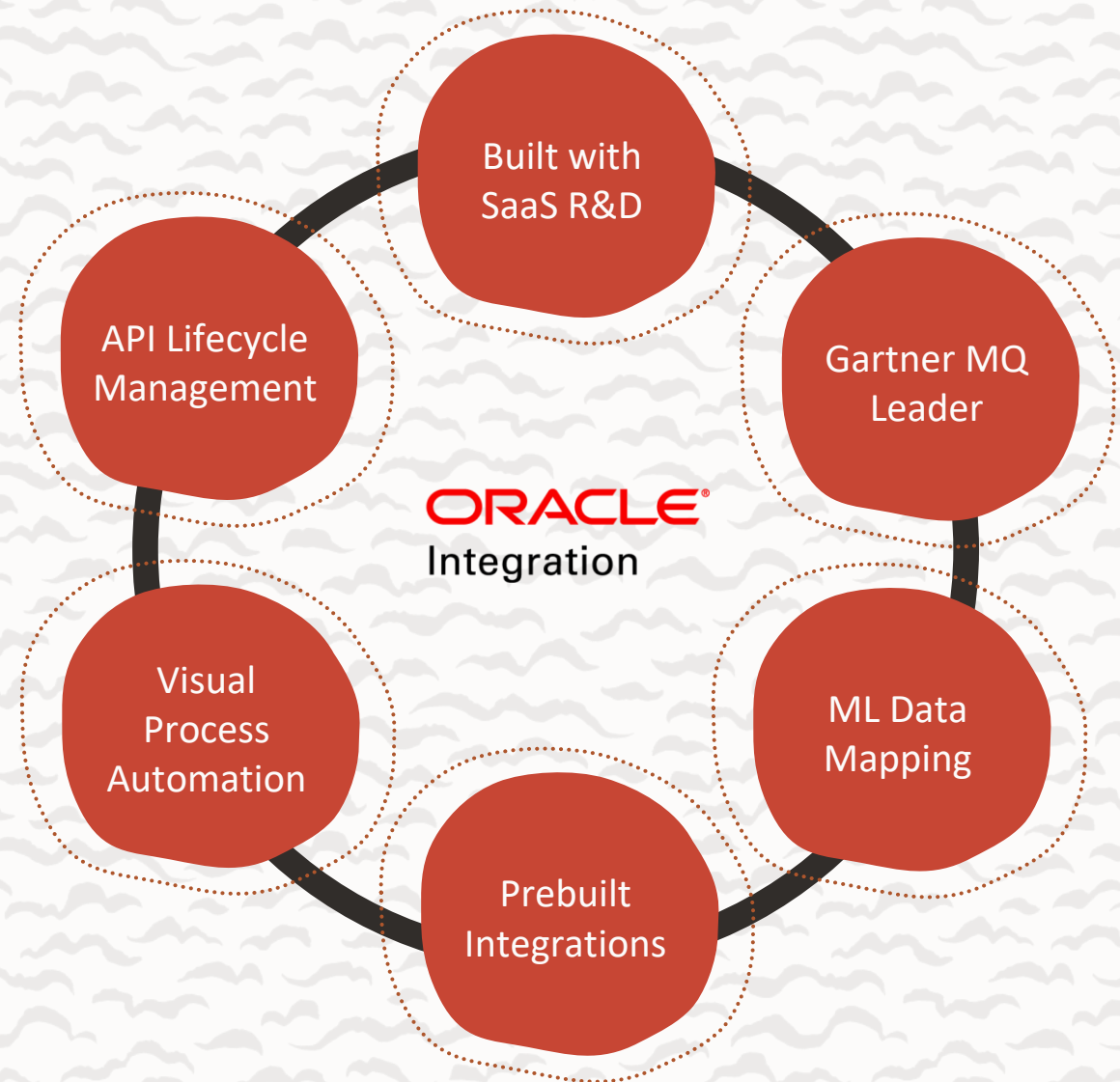 - Which we will see in the standard Process UI

Agenda

Summary

The Process <-> Integration link can work both ways

How are your customers handling abnormal scenarios?

Linking "the back-end world" (technical integration) and the "front-end world" (business workflow) is complex:

Oracle Integration Cloud makes it a lot easier

Built with SaaS R&D

Gartner MQ Leader

API Lifecycle Management

ORACLE® Integration

ML Data Mapping

Visual Process Automation

Prebuilt Integrations

Questions?

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Oracle Team

Your Local Partner Manager

Contact the OPN team to identify
Your partner manager
www.tinyurl.com/OracleOPN

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Thank You