



**Oracle
Business
Intelligence
Implementation
and
Discrete
Manufacturing
Services**

The Client:

Sandia National Laboratories (SNL) is a research unit for the Department of Energy (DOE) and is primarily located within Kirtland Airforce Base in Albuquerque, NM. SNL engages in many top-secret activities related to defense, nuclear energy and safety, and is a very innovative organization. SNL is operated and employed by Sandia Corporation, a wholly owned division of Lockheed-Martin.

The Objective:

SNL is an Oracle Applications customer running Financials, Supply Chain Components, and Manufacturing. Specifically, GL, AP, AR, Purchasing, Internet Procurement, BOM, WIP, Engineering, and Quality are run and managed by an internal group of technical and functional counterparts. Sandia is considered a very mature Oracle ERP shop, having run the applications since 10.7. Given their strong innovation, Sandia chose to engage SofTec Solutions in the implementation and support of:

- Oracle 10g Application Server and Custom Performance Metrics
- Oracle Balanced Scorecard Release 5.1.1
- Oracle Daily Business Intelligence 6.0
 - Purchasing Intelligence
 - Supply Chain Intelligence
- Discrete Manufacturing Training and Support

Meeting the Objective:

Custom Performance Metrics

SofTec provided consulting services to drive the design and implementation of a pilot study, whereby Oracle 10g Application Server was used in a stand-alone environment to access Oracle Applications tables, thus delivering 20 performance metrics to the corporation on time and within budget. The Sandia Portal Team was new to the Discoverer and 10g AS technologies at the beginning of this initiative. Technology and knowledge transfer had to occur in a short period of time to meet the milestones.

The production system leverages Discoverer 10g, such that Oracle Discoverer portlets are refreshed nightly to deliver current information to the portal. If users desire additional analysis, they can drill through the portlet into Discoverer viewer. In addition to providing technical documentation, SofTec consultants will be delivering Discoverer training to SNL personal in the July 2004 timeframe.



The SofTec Solution

Goal

To provide on-line, realtime measuring of key performance indicators throughout the organization.

Oracle Applications

- Application Server 10g
- Discoverer
- Balanced Scorecard
- Daily Business Intelligence
- Discrete Manufacturing

Benefits

- Enhanced Reporting and Business Intelligence capabilities
- Web Accessible, Graphical Performance metrics
- Trained staff in Discoverer Ad-hoc Reporting
- Standardized Performance Metric selection methodology
- Out-of-the box Performance Management Best Practices
- Enhanced Stability and Streamlining of Discrete Manufacturing Processes

Meeting the Objective (cont'd):

Oracle Balanced Scorecard

A key division within the Sandia Corporation framework is Integrated Enablement Services (IES). This division has an innovative group of leaders comprising the Strategic Management Unit (SMU), which is setting the pace for driving organizational performance to the next level. The group developed and approved 10 Year Objectives, 5 Year Goals, and 1 Year Milestones to align some 150 performance measures through the organizational tiers. Because of the diversity and complexity of the data collection and performance measure deployment process, SNL engaged SofTec Solutions to prototype Oracle's Balanced Scorecard (BSC). This was intended to determine if the solution was a cost effective fit for the organization. Through the success of those efforts, the SMU's approved the use of Oracle's Balanced Scorecard for the implementation of the IES Performance Metrics. Accordingly, SofTec is rigorously providing technology transfer, installation instructions, training documentation and training facilitators, and is assisting in the design and implementation of the entire initiative, including bug/patching analysis and recommendations as required.

Oracle Daily Business Intelligence

Oracle has taken their BIS framework to a new level, whereby materialized views and the latest Oracle Performance Management Framework (PMF) are being leveraged to enhance the implementation of the Business Intelligence modules for customers. Sandia National Laboratories is currently implementing Daily Purchasing Intelligence and Supply Chain Intelligence.

In support of this effort, SofTec consultants have been engaged by Sandia to work with their team and Oracle's Product Development team to implement the intelligence products. The team has been instrumental in resolving functionality issues and bugs. SNL and SofTec are on Oracle's cutting edge of implementers for the DBI products.

Discrete Manufacturing Testing and Training

When SNL was in the process of upgrading to 11.5.9, the manufacturing team decided to bring in SofTec manufacturing experts to assist in testing the functionality of the new system. SofTec also looked at the SNL manufacturing business practices and suggested any that should be eliminated, changed, customized, or enhanced. SofTec played a significant role in getting the manufacturing applications stable for the 11.5.9 go-live, and has since been working on streamlining existing processes, conducting rigorous manufacturing training for individuals who have been using or will be using the system. The seasoned users have been attending the training sessions to ensure they understand all the capabilities and features of the 11.5.9 manufacturing modules now in production.

At SofTec Solutions, we integrate people, processes and tools—the key ingredients for your business critical applications.



For more information on SofTec's Business Application Services, contact us at 303.662.1010 or via email at Sales@SofTecinc.com.