

CASE STUDY

Rossera

Finance Process Automation with ProcessSense

Key Points

- Global delivery of ProcessSense® for Big Four customer across 30 countries in 6 months for engagement management.
- Reduction in time taken to bill clients, reduced load on shared services, improved user experience.
- Fully integrated solution with Oracle SaaS providing seamless experience for users.
- Technology harmonisation moving all services to Oracle OCI Cloud.



“ RPS is fast, easy to use and user friendly. ”

*R.Charupattarapong
Director - Internal Firm Services*

Summary

‘The Big Four’ accounting firms account for around \$200 billion of turnover annually. Rossera have delivered a global rollout of an engagement management solution for our blue-chip firm using ProcessSense®, our process automation framework for Oracle Applications.

ProcessSense empowers organisations to configure end-to-end business processes that are fully integrated with Oracle Applications® offering workers compelling user experiences whilst driving greater self-service and automation.

The solution enables customer engagement teams across the globe to raise and manage customer bills via a digital platform that is integrated with the native Oracle applications, providing a seamless experience with the standard product.

Problem Statement

Our customer had a problem which was affecting the ability of their distributed teams to bill customers and perform engagement management tasks.

Whilst their Oracle Cloud Applications more than catered for their central billing and accounting requirements, many of the engagement management tasks that users performed started or ended outside the SaaS ecosystem.

A bespoke chatbot solution was originally deployed but meant that users had to carry out their workloads using a combination of technologies and by raising tickets with shared service centres. This resulted in excessive load on centralised teams, delayed billing, longer month-end close cycles and poor user experience.



A Single Solution

ProcessSense is a zero-code process automation product designed specifically for Oracle E-Business Suite® and Oracle Cloud Applications®.

Rossera leveraged ProcessSense, to quickly deliver a scalable, self-service solution which delivered global process alignment whilst accommodating country-specific legislation across 30 countries in just over 6 months.

The solution enables customer engagement teams across the globe to raise and manage customer bills via a digital platform that is integrated with the native Oracle Cloud applications, providing a seamless experience with the standard product.

The implementation, deployed to Oracle Cloud, brought all Engagement Management workloads into the Oracle ecosystem providing a single solution for all activities.



Oracle Cloud

Oracle Cloud Infrastructure® (OCI) gives customers access to a full portfolio of digital cloud services which Rossera have leveraged to build its ProcessSense application.

Rossera chose Oracle OCI because it offers scale-up architectures, ultra low-latency networks, built-in security, and clustering of resources for availability in the cloud without risky and costly application refactoring.

Rapid Implementation

ProcessSense can be rapidly deployed which enabled our implementation team to get up and running quickly, designing the end-to-end journeys and configuring the processes.

In a very short timescale, we were able to run user-playback sessions to teams across the world showing how everything would be done within a single solution whilst catering for their individual legislative and territory-specific requirements.

By being able to deliver the entire process at pace, we transformed the client's operations without disrupting their established processes, working collaboratively with their teams to ensure a smooth transition to the new automated workflows.

User Experience

Previously, users had significant issues interacting with the chatbot solution which was very limited and prone to error. ProcessSense enables users to perform their tasks more easily, approve actions, track progress and search transactions, all within one solution.

ProcessSense enables data retrieval directly from the Oracle Cloud for surfacing data and applying validation, resulting in the solution improving data accuracy and integrity contributing to the overall return on investment.



Digital by Default

Our customer required a highly scalable application which was lightweight and performant. Their users are often moving between customer sites and need to manage their engagement on the go, often on low-bandwidth networks.

ProcessSense uses the latest industry techniques centered on cloud-first principles to deliver a fast, responsive experience wherever users are performing their tasks.

Fully mobile and supported on any device, ProcessSense is also highly accessible providing WCAG 2.1 AA compliance.



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By replacing all elements of the legacy technology stack, the implementation of ProcessSense enabled the customer to shut down a host of cloud services creating extensive savings.

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In addition, by encompassing the whole decentralised Engagement Management solution within ProcessSense, we removed the need for extensive service centre interaction which was present under the old system, leading to a huge improvement in the user experience.

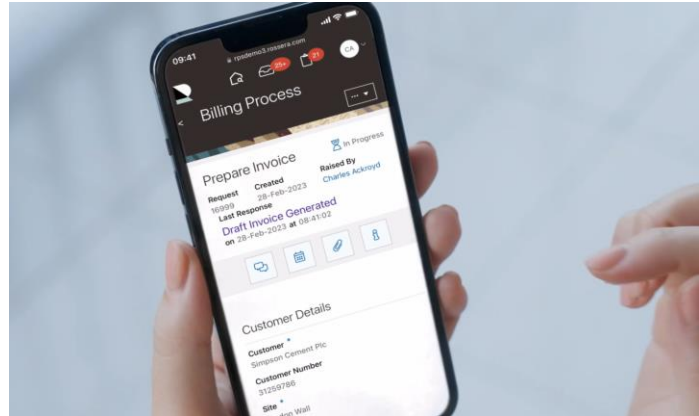
Putting Them In Control

One of the key aims of the solution was to provide a platform for further automation of business processes beyond the initial delivery, enabling our customer to continuously innovate and drive towards greater process automation.

ProcessSense allows customers to automate any business process that needs to interact with Oracle Applications and our customer now has a roadmap for moving more processes into ProcessSense in order to off-load work from their shared service centres.

Get in Touch

Find out more about how ProcessSense can empower your organisation to easily automate processes and maximise your investment in your Oracle ERP Platform at rossera.com



Feedback

Rossera have been thanked by leaders at the highest level across the organisation for what we have achieved with the solution.

It has brought confidence to the client's internal firm in being able to deliver quality across the global platform and delivered significant business benefits, so much so that we hope to now partner with them to demonstrate to their own customers how ProcessSense can be used to deliver business process automation seamlessly alongside Oracle Applications.

Full client details and customer reference available on request.

ProcessSense



Automate any
business process



Create rich user
experiences



Leverage your
Oracle Cloud data



Put your business
in control



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