



**National Rural Utilities  
Cooperative Finance Corporation**

SERVICE | INTEGRITY | EXCELLENCE

# Living in the ERP Cloud-

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It was the best of  
times it was the  
worst of times

*Charles Dickens - A Tale of Two Cities*

# Living in the Cloud

It all began on April Fools Day 2016



# Living in the Cloud: The Good

## Administration

**Deployments:** All deployments: patches, upgrades, maintenance, done by Oracle.

**Patches:** Choice of Monthly or Quarterly Patches, with an option of switching between the two.

**Environment Refreshes:** Can be scheduled on Cloud Portal. As easy as shopping on Amazon.

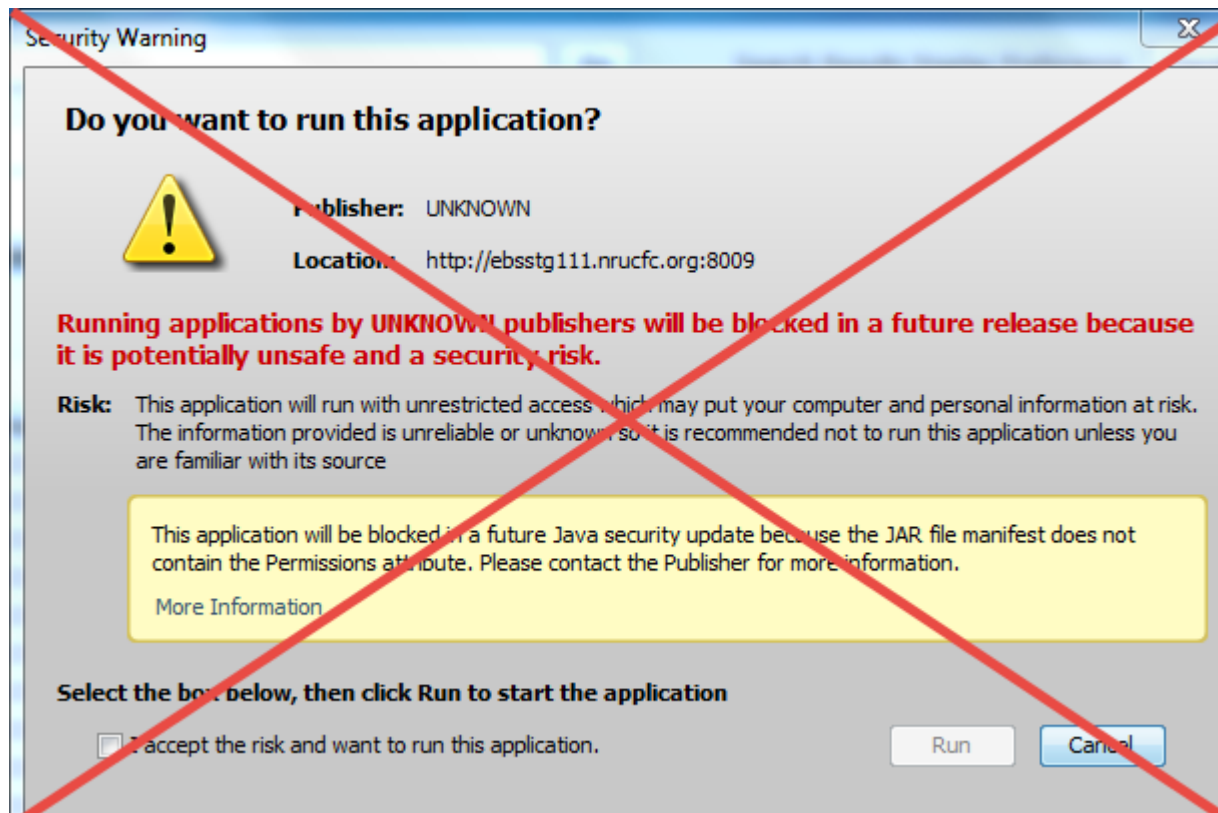
**SSO Integration:** One time process done through Oracle Support. Seamless integration with ADFS.

**Whitelisting:** Can be turned on and off through Oracle Support  
**Forced Upgrades:**

# Living in the Cloud: The Good

## Administration

No more dealing with Java related issues



# Living in the Cloud: The Good

## User Perspective

**General Ledger:** Dashboard showing Journals requiring attention and a process monitor

**Payables/Receivables:** Infolets showing items requiring attention. Invoice Imaging Capability.

**Cash Management:** A summary view of the most recent bank statements and a process monitor

**Fixed Assets:** Infolets showing items requiring attention and a Period Activity Summary

**Expenses:** Extremely intuitive and easy to use interface

**Setup and Maintenance:** All setup, configuration and implementation tasks are available under a single work area with an easy to use graphic interface with a pre-packaged list of implementation tasks and the ability to export and import data between environments

# Living in the Cloud: The Good

## Numerous Reporting Options

Oracle Transactional Business Intelligence

Financial Reporting Center for General Ledger

BI Publisher Reporting for Financials

Infolets and Account Groups

Dashboards

All the above options have made for much more effective reporting, however there is a lot of scope for improvement in some of the above reporting methods

# Living in the Cloud: The Not So Good

## Security Architecture

- **Robust architecture but complicated and difficult to understand and troubleshoot.**
- **Release 12 much better than Release 11**

## Upgrades

- **Testing for upgrades is exhausting and time consuming**
- **Coming Soon: Continuous Delivery via Quarterly upgrades with Opt in capability for new features**

## Knowledgebase

- **Not nearly as good as EBS**
- **Getting better everyday. The product is early in it's lifecycle**



# Living in the Cloud: The Not So Good

## Education

- Limited number of Oracle University offerings
- Customer Connect is a good education resource

## Functionality

- Scope for improvement in Intercompany Functionality, Fixed Assets, BPM notifications, Invoice Imaging
- Enhancement Requests created where applicable

## Third Party Interfaces

- Technical challenges in establishing connectivity with banks
- Oracle Support has been a valuable partner

# Living in the Cloud: The Not So Good

## Patches

- **Patches introduced bugs**
- **One-Off fix patches made available immediately**

## Outages

- **Intermittent connectivity issues**
- **We received Root Cause Analyses for most of them**

## Cloud Operations Errors

- **Outages caused due to an error by Cloud Ops**
- **Rapid resolution**

## **Key Takeaways**

- **Product Lifecycle – Continuing to evolve.**
- **Get to know your CSM**
- **Understand the Monthly/Quarterly Patch Cadences**
- **Understand the process for switching from one to other**
- **Maintain a deployment calendar**
- **Plan environment refreshes in advance to get desired dates**
- **Strategically time Patches and refreshes along with project timelines**