

WHAT CAN YOU DO TO EXTEND ORACLE SAAS?

500+ technical experts helping peers globally

The **Oracle ACE Program** recognizes and rewards community members for their technical contributions in the Oracle community



3 membership tiers



For more details on Oracle ACE Program:
bit.ly/OracleACEProgram



Nominate

yourself or someone you know:

acenomination.oracle.com

Debra Lilley

Oracle HCM Europe Lead - Accenture

Oracle ACE Director, OCP & Oracle Masters

Fusion Applications UX advocate

Volunteer and Past President UKOUG

Oracle Apps since 9.4.1 (1996)

End User Advisor for Constellation Research

2008 Oracle Magazine Award 'User Group Evangelist of the Year'

2011 Friend of Quest Award

2009, 2015 SOA Community Award Winner

2014 Oracle Scene 'Most Read Article'

2018 PaaS Community Award Winner





Rathlin east with Aquaholics 19th July 2020

As of Today.....

A year ago this was a very different presentation

A year from today this will be a very different presentation

The beauty of cloud is the innovation just keeps coming

SaaS is sealed, you cannot customise it

TRUE but you can extend it..

- Configuration of application through FlexFields
- Coexistence of 3rd party of bespoke applications
- Integration with RPA etc



ORACLE INNOVATION PLATFORM (PaaS)

Extended	Extend With	Extended On
<ul style="list-style-type: none">• Baked into the SaaS• AI in recruiting• ML in supply chain• Digital Assistant Skills in HCM	<ul style="list-style-type: none">• AI platform• Digital Assistant• Autonomous Database• ML Libraries• Analytics	<ul style="list-style-type: none">• Use 3rd party often open source• Robotics• IoT

Oracle PaaS

Oracle 'Tooling' in the Cloud

Examples of PaaS Services	
Application development	Business solutions
Development tools and processes	Business intelligence
Containers	Analytics
API catalog	Security
Integration	Management
Mobility	Data management
Chatbots	Blockchain
Artificial intelligence and machine learning	IoT applications
IoT components	Content management

Why Oracle?

Oracle PaaS is what Oracle SaaS itself uses, so it is the best match

However all customers have some investment in tools and this needs to be considered. Extra work may be needed to connect other tools but not impossible.

Oracle to counter this have deals on their PaaS and much of it especially the development tools can be purchased on a PAYG basic using universal credits.

When positioning Oracle PaaS remember they are enterprise tools* and not limited to use with SaaS, include that in business case.

***some exceptions like Digital Assistant for SaaS skew**

Current Constraints

Requirement	Initial Solution	Improved Solution
Get data from SaaS	BI Publisher ✓	BIP & APIs (getting better)
Call PaaS from process	Not possible ✗	
Call PaaS manually	Page Composer to add button	R10 introduced ability to add to Structure ✓
Single Sign On	Initially not possible except via token	Now possible ✓
PaaS Page	Runs in separate window – not guaranteed that SaaS session will still be valid when returning	Run PaaS in an iFrame ensuring SaaS session still valid ✓
Return PaaS Data to SaaS	Only if API exists or by automating HDL , FBL etc ✓	
Next step in SaaS	Not possible unless updating value is a trigger for a process within standard SaaS ✗	

COEXISTENCE USE CASES

Simple Look at Development Options

PaaS Option	Pros	Cons
Apex using Database Cloud Service	Cheapest Option Very quick to develop	Very good UI but does not match SaaS
ADF using Java Cloud Service	Cloud Apps themselves were built this way	Not strategic to Oracle anymore
Jet using Visual Builder Cloud Service	SaaS UI Templates New NUX is Jet Mobile responsive	Originally aimed at citizen developer but current release gives more scope for traditional developers
Mobile Cloud Services	Different deployment model for data and process Allows mashing up of data from multiple systems	

Oracle Visual Builder Cloud Service

Build, host and **run** web and mobile applications in a **fast and simple** way with **zero install** and a **visual development** experience

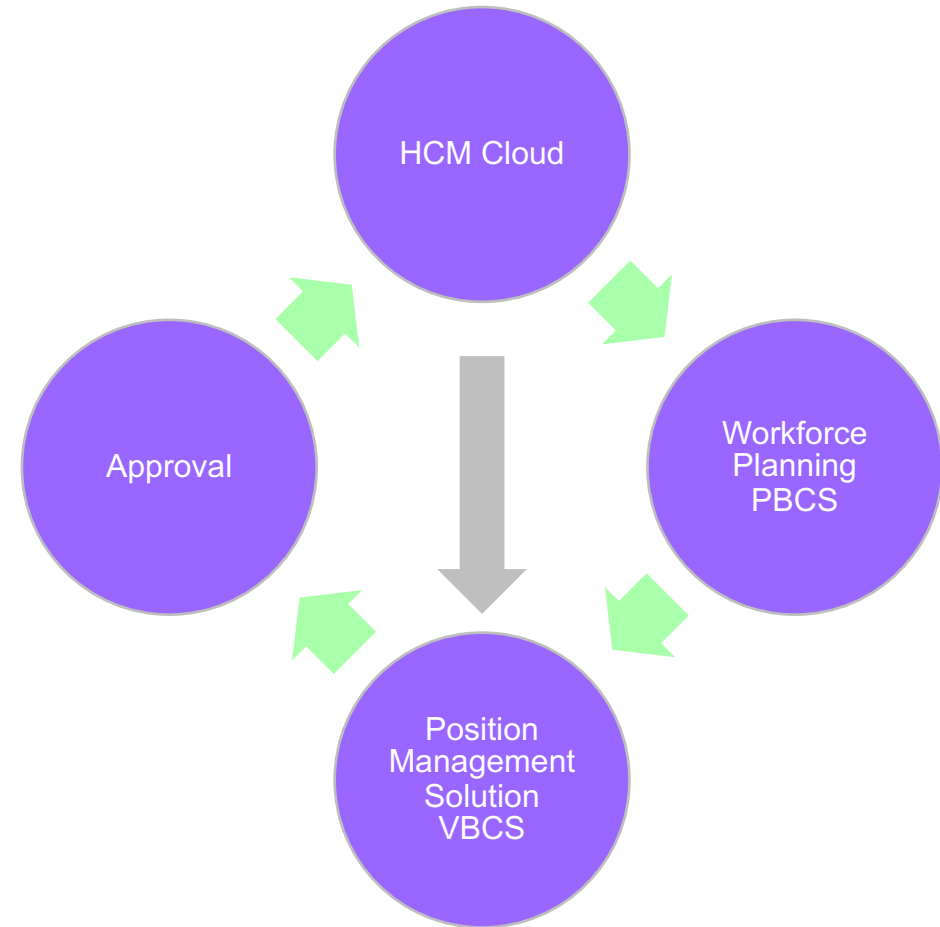
The **Visual** Development Environment for **Oracle JET**.



Dev POC for H&PS using VBCS

Manage Budget; Manage Structure; Manage Deployment

- PBCS Workforce Planning takes a HCM Cloud feed of actual FTE data aggregated to planning dimensions as defined in PBCS e.g. FTE by grade, by CC
- PBCS Workforce Planning defines the budget allocation of FTE workforce - Strategic
- VBCS Operational Position Planning receives master or aggregated data from PBCS and the detailed position data from HCM Cloud by cost centre
- VBCS Operational Position Planning allows CC manager to amend current budget FTE for a position and create new positions.
- VBCS Operational Position Planning will show the impact of changes on the imported budgets from PBCS
- Approved changes within the Operational Position Planning are loaded back into HCM Cloud .



Why Use VBCS

- **VBCS uses the same underlying technology as SaaS (new UX)**
- **Gives SaaS User an extension with same UI (can't see the joins)**
- **Can be embedded in SaaS Menu Structure and added to user role**
- **VBCS is available as part of OIC which includes the Process technology required for approvals**
- **OIC is available with PaaS Universal Credits or SaaS Skew (enterprise)**

CHATBOT USE CASES

Digital Assistant v Chatbot

ODA is embedded in SaaS but we can extend further

Simplified Development

Working on conversation designer

Recommends or completes tasks beyond simple conversations using AI

Multi Purpose rather than single event

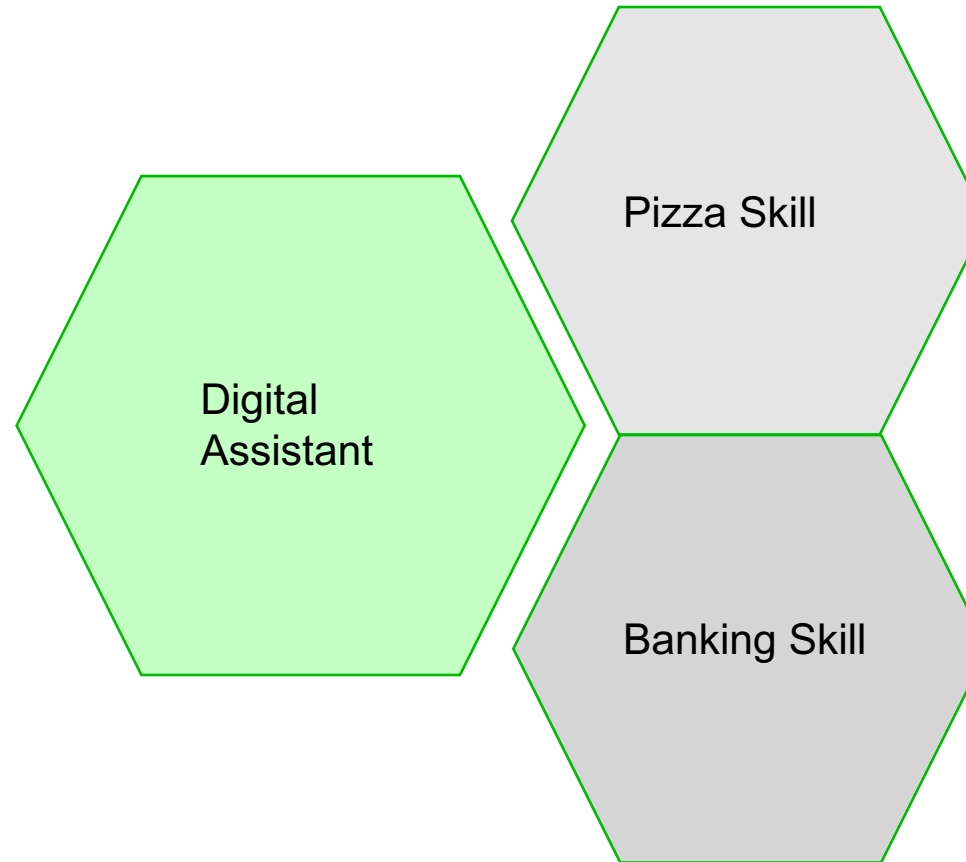
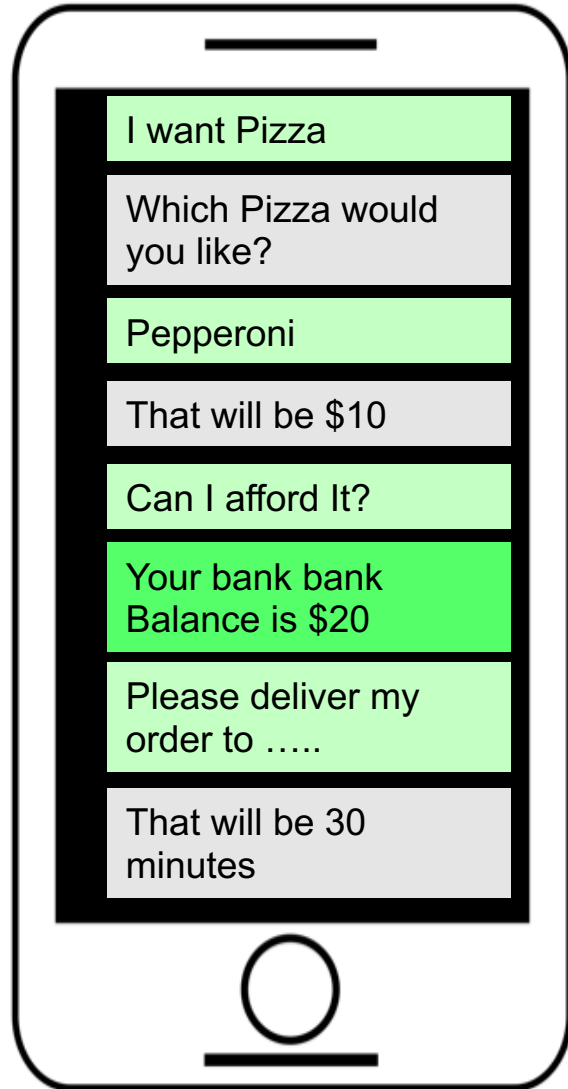
Each Interaction or bot is a skill (think Alexa)

Connect to any of your enterprise backend systems to give your digital assistant the power to transform your business

SaaS Development intend to build a library of skills for modules replacing the DIY using API approach



Digital Assistant – how it works



Leading innovation: **TURNING TO AI AND CHATBOTS FOR SUCCESS**



HCM Interactive Ask Me Agents

- Compensation Chatbot
- Talent Management Chatbot
- Recruiting Chatbot
- Onboarding Chatbot
- OTBI Reporting Chatbot
- Conversion Chatbot
- **Employee Self-Service Chatbot**
- Absence Management Chatbot
- Time and Labor Chatbot
- Benefits Chatbot
- Payroll Chatbot
- Learning Cloud Chatbot



AI-driven Monitoring Tool for Oracle HCM



HR Operations Chat Bots and AI Process



HCM Cloud Health Chat Monitor AI

Accenture THOUGHT leadership

- [#PassTheKnowledge](#) - [Oracle Scene magazine article](#), [interview Oracle, Hermes & Accenture](#)
- [HCM Talk Radio](#)
- Staring role in [Accenture Oracle IT Trends](#)
- [Digital Assistant Whitepaper](#)



Thank You

<https://debrasoracle.blogspot.com>

Debra.lilley@accenture.com

<https://twitter.com/debralilley>

<https://www.linkedin.com/in/debralilley>

