TRINITI

Optimization of Oracle Credit Management Through Triniti Customizations for

SUNPOWER®

About SunPower

With nearly 3 decades of solar leadership, since 1985, SunPower has been leading global solar innovation. SunPower solar panels consistently deliver more energy and long-term peace of mind with the highest performing solar power systems available. SunPower delivers the most advanced solar systems, custom financing and progressive sustainability practices. SunPower is the solar energy choice of more homeowners and businesses around the world.

Project Backdrop

SunPower was using Oracle R12.1.3 version of Oracle applications to maintain its accounting and transactional data. They have a huge customer base which requires a continuous monitoring of Credit Worthiness of existing and new customers by Credit Analysts. Also the Credit evaluation is necessary for SLA and SOX Compliance. Currently SunPower processes all activities related to Credit Management manually. These issues could be answered by Credit Management Module in Oracle Applications.

Executive Summary

Oracle Credit Management provides the users with tools required for collection and maintenance of internal and external credit data of their customers. Users can evaluate this information with the existing tools in this module to make informed credit decisions.

The current case study explains the customization and implementation of Oracle Credit Management for SunPower. The existing Credit Management system at SunPower involved manual collection of customer credit data, tedious approval process and improper data management for the purpose of audit. The customized solution provided by Triniti helped SunPower in simplifying the process of building and maintaining the credit policies, automating their entire credit cycle and reducing the approval cycle times.

Business Challenges

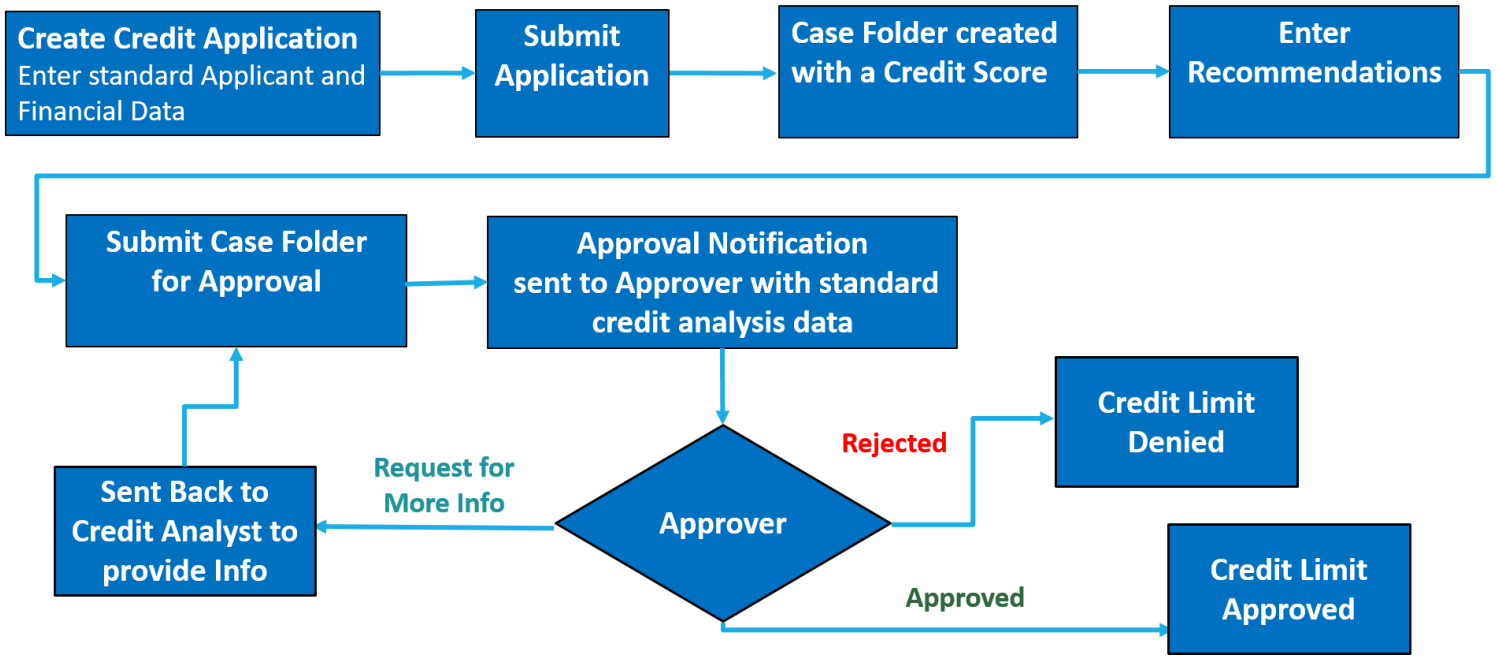
- Credit application was initiated only when a customer has requested for a credit limit renewal.
- Manual processing of credit analysis led to
  - Increased time and effort for credit management process
  - No audit trail, which is required for legislative compliance
  - Reliability and Validity of customer credit data
- Complicated work flow process
- Lack of transparency and tracking of credit approval
- Data insufficiency led to difficulty in evaluating the credit worthiness of a customer
- Unavailability of appropriate tools to compare previous credit applications of the customer
- Lack of an unified interface to access all the relevant credit information of the customers

Business Solution by Triniti

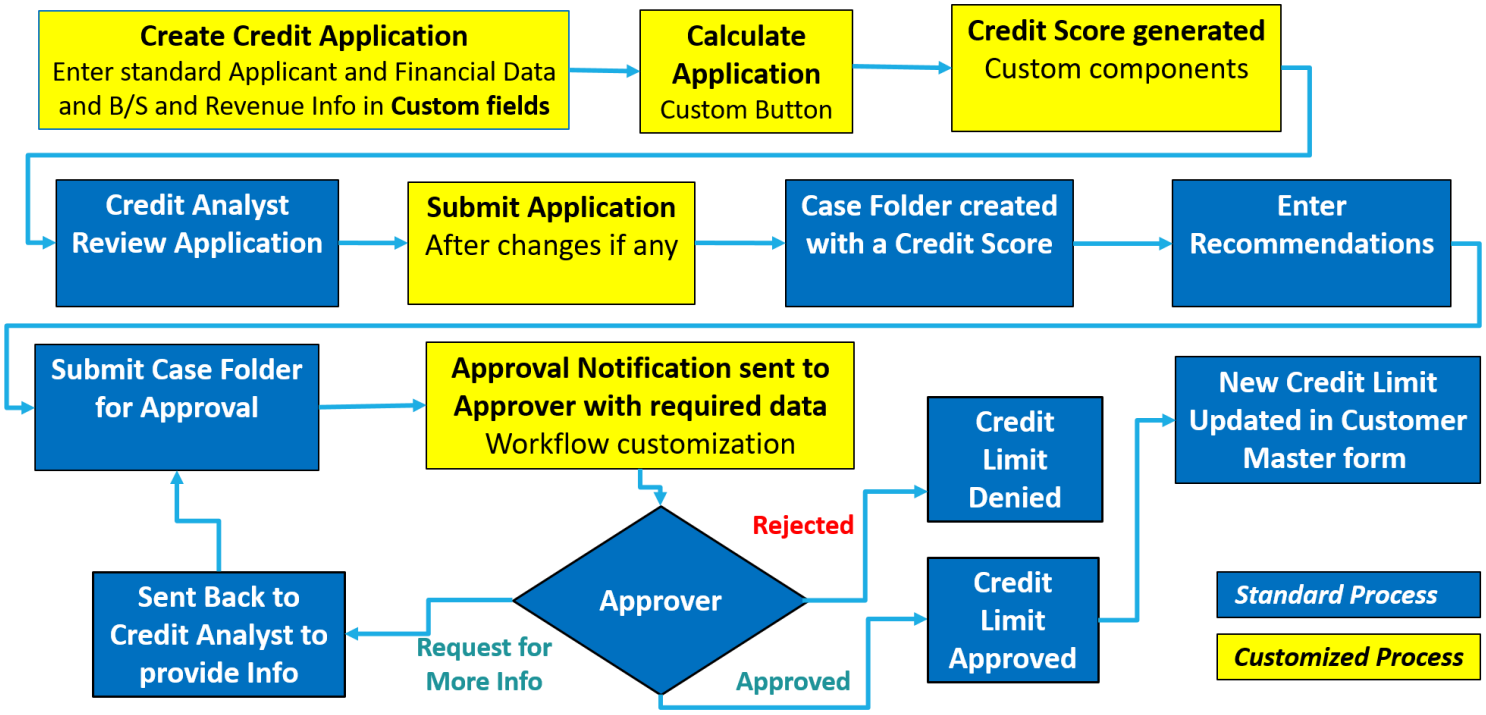
The existing credit management module provided by Oracle could not suffice the business requirements of SunPower. Hence, Triniti developed customized forms to incorporate all the stated requirements as follows:

- *New OAF page with more than 100 fields to enter customer B/S and Income statement data*
- *New PL/SQL package to calculate ratios, scores and Credit snap shot information*
- *Modified existing workflow package to send notifications to Approvers with more than 40 custom fields*
- *WFT file customized for notifications*

Oracle Standard Credit Process



Customized Credit Process in SunPower



Business Benefits

- Automated Credit Management process allowing documentation for audit purposes
- Standardized and improved credit process leaving Credit Analysts to make manual credit reviews more efficiently
- Maximum utilization of Oracle Credit Management by creating additional fields for Credit Approvers to make credit decisions
- Automated Credit Renewal for customers at a frequency defined by SunPower
- Improved cash flow and higher customer satisfaction

Metrics	Before Implementation	After Implementation
Time taken for Credit Application Approval	2-3 days	30min
Initiation of Credit Renewal	Manual	Automated
Credit information display	Manually through Excel	Customized

Conclusion

SunPower has taken one step forward to deploy the Credit Management module, which has replaced their existing manual process. This implementation led to automation of credit management and evaluation of credit worthiness which enhanced their overall business process both internally and externally.

Want to know more about the solution?

We would be delighted to share our experiences with you – please mail us at: contact@triniti.com

About Triniti

Founded in 1997, Triniti provides world-class business and application consulting, along with software products specifically designed to extract the full value of Oracle's e-Business Suite. At Triniti, we understand that high quality data, which can be immediately acted upon, provides a strategic advantage in the marketplace. Triniti products and Oracle e-Business Suite implementations are designed to deliver a finely tuned, robust environment that supports consistent, fact based decision making in real time.

We provide best in class solutions for complex supply chains comprising internal and/or outsourced manufacturing. Triniti has successfully led large multi-site, multi-country "big bang" implementations of the entire e-business suite. Likewise, Triniti has also implemented for much smaller companies using techniques that compliment their business objectives.