Experian Data Quality for the Oracle E-Business Suite

experian™
data quality

ORACLE® Gold Partner

Overview

An ERP is only as good as the data stored within it. Even the smallest address inaccuracies lower data quality and can ultimately harm billing, fulfilment, operations, call center, and CRM activities. While address accuracy is easy to achieve with the right technology, errors are often overlooked. Consider how easy it is to make a mistake when one person is in a rush or mishears another.

Our contact data quality software ensures that faulty addresses are corrected and standardized before entry into Oracle EBS. We integrate seamlessly into all EBS modules (including financials, telesales, etc.), and end up improving efficiency, enhancing marketing capabilities, ensuring a single customer view, and reducing returns.

Improve efficiencies

Address validation at the point of capture ensures that call center employees, sales representatives, and other key stakeholders produce a complete and verified address faster and with fewer keystrokes. This saves time while on the phone and also ensures less rework downstream.

Enhance marketing capabilities

With more accurate addresses, marketers can be sure that any demographic information appended is appended to correct data. This increases confidence in building customer personas, provides more actionable data, and enables cross- and up-sell strategies.

Experian Data Quality for the Oracle E-Business Suite features:

- Front- and back-end address verification and standardization
- Seamless integration into Oracle EBS on the front end
- Data sets for over 240 countries and territories
- Demographic data append available

Ensure a single customer view

Establishing an accurate address for each contact is critical to customer management. Address accuracy allows organizations to more easily identify duplicates and avoid split-activity histories. This provides a clear and holistic view that benefits all departments' activities.

Reduce returned shipments

Address verification is based on postal data sources. By verifying addresses in real time, organizations ensure timely deliveries. By reducing returns, companies also reduce associated staff rework, reprocessing costs, and call center volumes.

64% of companies believe that inaccurate data undermines their ability to provide an excellent customer experience.

How it works

Our address verification solution for Oracle EBS seamlessly integrates into Oracle EBS Web Forms (Self Service) and Professional Forms.

On Web Forms, users can access the functionality by selecting the validation button directly below the address fields. Our Single Line Engine is then invoked to help you start improving address accuracy, and in with fewer keystrokes.

On Professional Forms, users utilize the "Zoom" button to access our functionality. Single Line and Typedown Engines are available with this integration.

We also provide a back-end address cleansing tool, via a PL/SQL wrapper. This allows you to clean existing addresses and addresses coming from EDI feeds. Address corrections can be made directly in Oracle EBS, ensuring a seamless user experience.

Integration overview

Experian Data Quality for Oracle EBS is a pre-built code base that is available for all Oracle versions 11.5.9-12.x. After purchasing the product and data licenses, you will receive the installation pack to implement into a UAT environment with the help of dedicated professional

services. Most clients have completed the UAT and move to a live production environment within one week.

Our Professional Services team is available for additional training and implementation support to ensure that you can properly enable and leverage the full extent of our software. By leveraging our expertise, you mitigate any risk from implementing a new software tool and save valuable IT resource time.

Available data sets

We partner with authoritative postal data sources, such as the USPS®, Canada Post, and Royal Mail. Customers have access to over 240 country and territory data sets. In addition to validating addresses, you also have the ability to append further address details, like county or longitude and latitude information.

Contact us to learn more about Experian Data Quality's integration with Oracle E-Business Suite.

Contact us

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