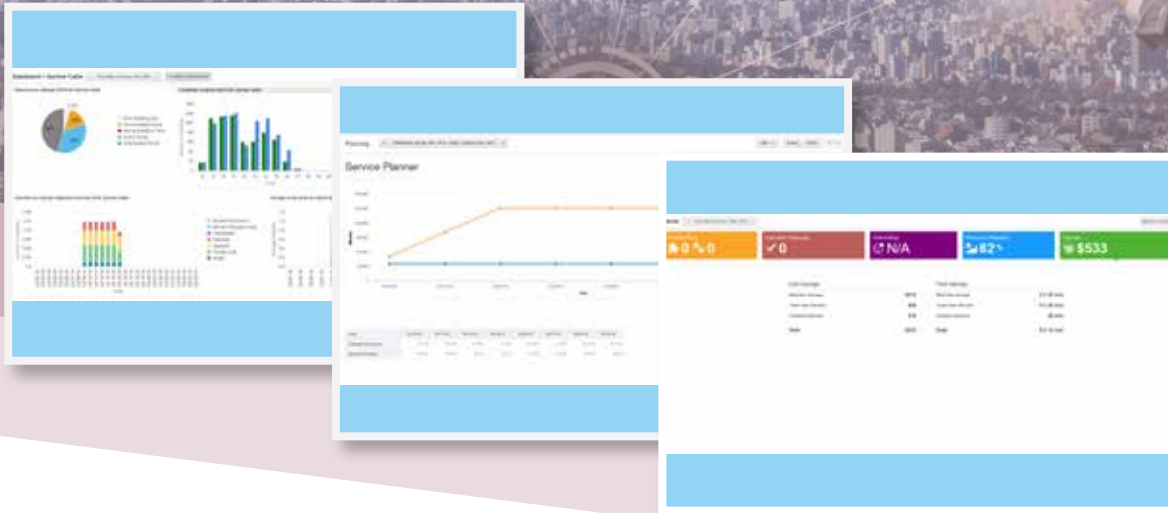


BP4Apps Field Service Management



Oracle Field Service Cloud Insight for Users & Application Experts

Horus BP4Apps stands for “Business Processes for Oracle Cloud Applications” and provides comprehensive process and application knowledge for the Oracle SaaS product portfolio.

Holistic management, optimization and automation of sales force processes

Oracle Field Service Cloud contains eight modules that present a holistic solution for the management, optimization and automation of the entire sales force process. Within the individual modules, a time-based, self-learning and forecasting technology is integrated, which enables efficient problem solving and a steady further development of the sales force organization. Among other features, the main features of the individual modules consist of the capacity management, selection, time management and location determination in real time as well as customer notifications about the due-date status.

Comprehensive process- and user knowledge for Oracle Field Service Management Cloud

With Horus BP4 Service, the user or application expert gains an easy-to-use, knowledge-based system which can be obtained as a service from the Horus Public Cloud.

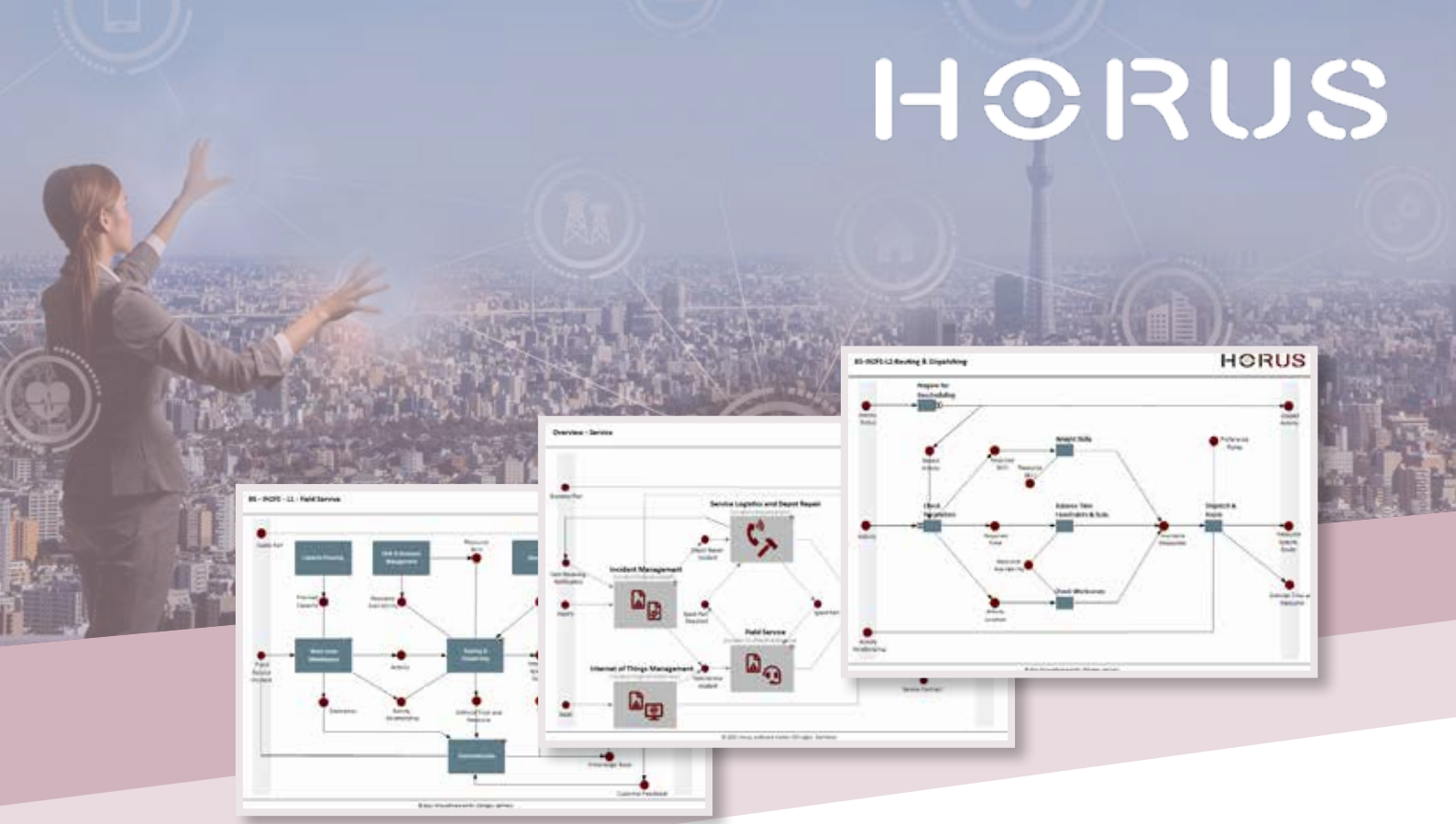
In the private Horus Community Portal, extensive business process knowledge is made available for the relevant Oracle application modules. The user community gains access to the tool in a target-group-friendly way and with regard to the respective intended use. The same applies to the possibility of exchanging invaluable knowledge within the user community.

Components of the knowledge product BP4 Field Service Management

An extensive knowledge base is the core of Horus BP4 Field Service Management and allows the user a profound insight into the functional structures of Oracle Cloud Applications. This knowledge base consists of easily comprehensible, logically linked models that provide different perspectives on the user-relevant aspects of Oracle Cloud Applications.

The core consists of the following modeling components:

- Resource management with capacity planning
- Precise order planning through self-learning technology
- Mobile processing of field service tasks
- Efficient communication and updates



Extensive knowledge models for functional structures of the Oracle Field Service Cloud

Commercial Framework

The price of BP4 Field Service is determined according to the Oracle Field Service Management Cloud services licensed for the customer as follows:

Volume class	Hosted Named User	Annual subscription fee
I:	≤ 20	EUR 2.800,00
II:	21 - 100	EUR 5.600,00
III:	> 100	EUR 8.400,00

The scope of delivery includes the respective licensed knowledge models as well as the use of the Horus repository and the Horus Private Community as a service from the Horus Public Cloud. The Horus Public Cloud is hosted in a German data center.

Licensing

BP4Apps products contain product-specific knowledge models including reference processes, user instructions and test cases. Cloud licenses of the product "Horus Private Community" with the restriction of an exclusive use with BP4Apps are included in the distribution package.

The purchase of Horus Cloud Services is based on a cloud service contract of Horus software GmbH. The customer agrees to the terms valid at the time of acquisition. The minimum contract period is 3 years. After that, it is automatically renewed each year.

References

The listed products are trademarked and are property of the trademark owners. For our cloud infrastructure, we rely on renowned providers like Oracle (<https://cloud.oracle.com/home>) and Hetzner (www.hetzner.de).