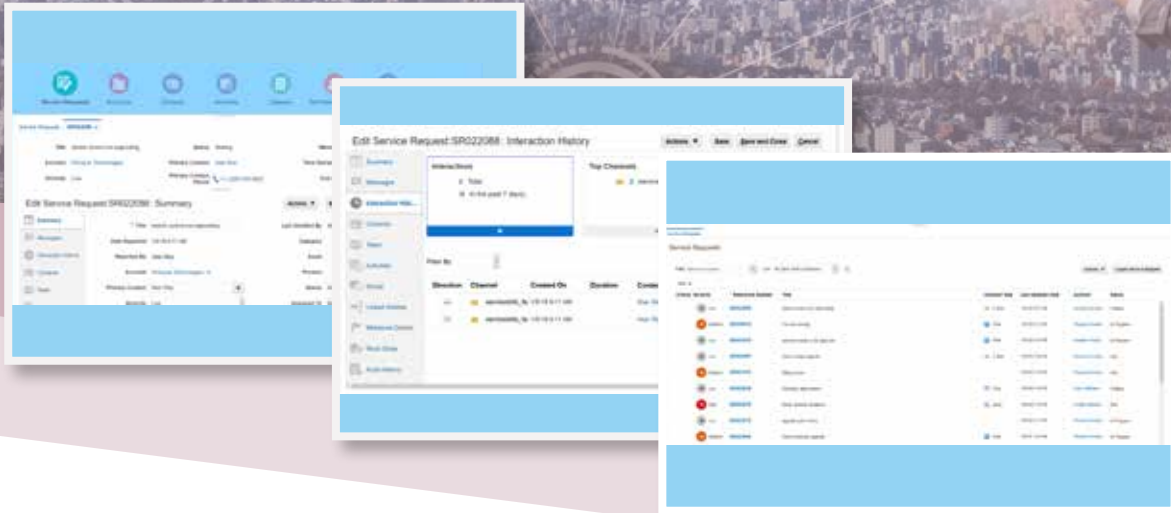


BP4Apps Service



Oracle 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.

Comprehensive features for enormous competitive advantages and optimal service performance

Thanks to the establishment of permanent, profitable customer relationships with integrated web, social and contact center applications, the Oracle Service Cloud provides enormous competitive advantages. With comprehensive features, costs are reduced and the quality of services is increased simultaneously. In addition to the emphasized customer orientation, the Oracle Service Cloud offers processes and features that allow employees the provision of high-quality, individual and fast customer service. The module-based structure allows for the necessary flexibility to adjust to changing operating requirements in a timely manner.

Comprehensive process and user knowledge for Oracle Service 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.

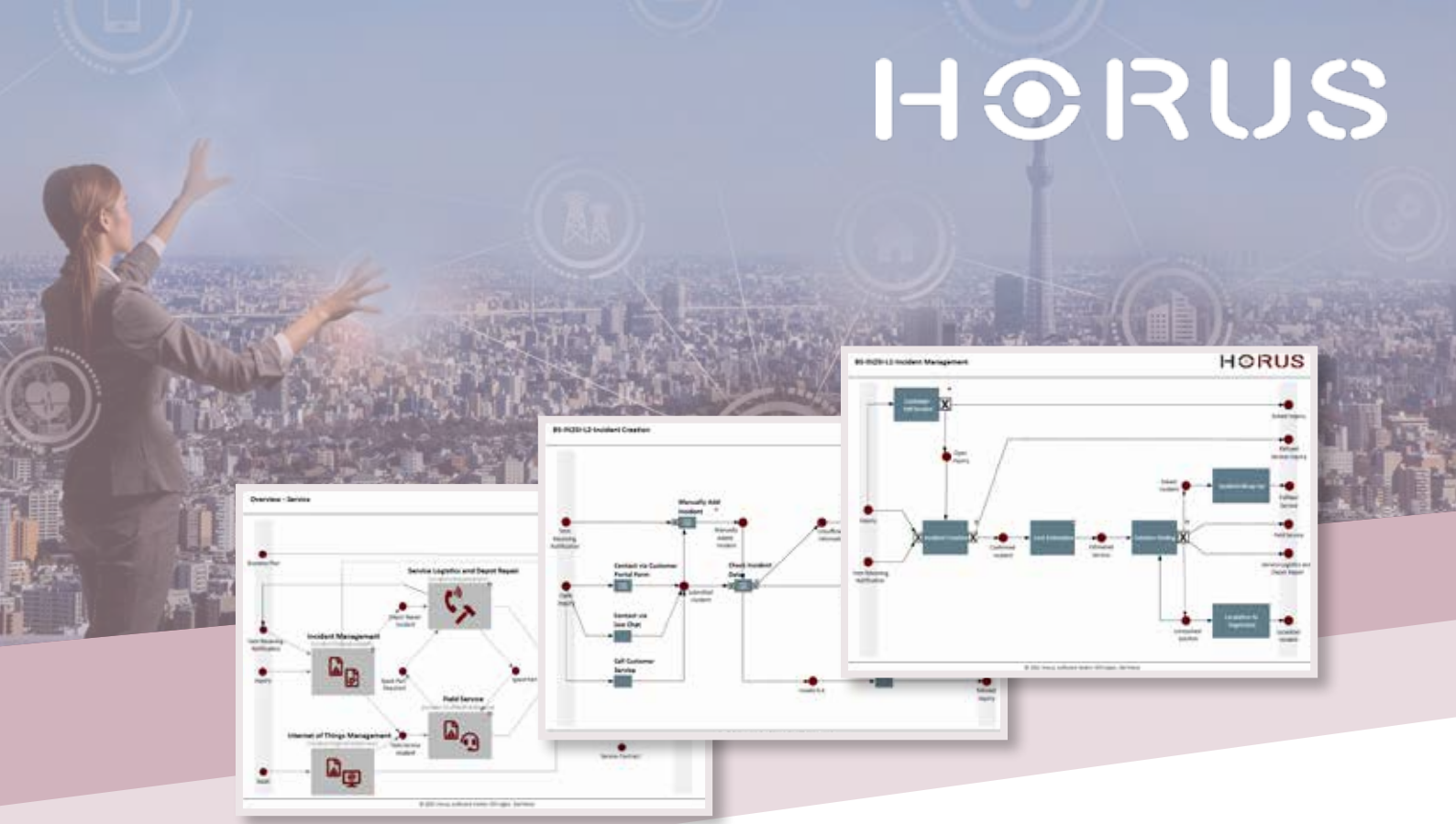
In the private Horus Community Portal, extensive business process knowledge is made available for the relevant Oracle application modules. The user community gains access to the tool in a target-group-friendly way and with regard to the possibility of exchanging invaluable knowledge within the user community.

Components of the knowledge product BP4 Service

An extensive knowledge base is the core of Horus BP4 Service 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:

- Management of all customer service channels on one platform
- Proactive customer communication through service profiles
- Efficient processing of service requests



Extensive knowledge models for functional structures of the Oracle Service Cloud

Commercial Framework

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

Volume class	Hosted Named User	Annual subscription fee
I:	≤ 20	EUR 2.200,00
II:	21 - 100	EUR 4.400,00
III:	> 100	EUR 6.600,00

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).