

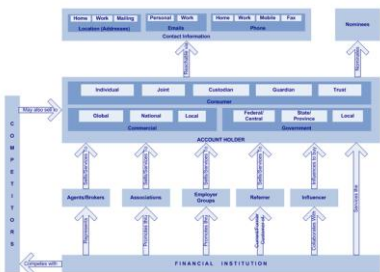
Rhapsody Technologies is launching a new service that provides optimization of DQM (Data Quality Management) customer search functionality. Oracle E-Business Suite (EBS) and Oracle Customer Data Hub (CDH) have a powerful Data Quality Engine as part of DQM that can be configured to search on most of the Customer attributes and identifiers.

The DQM engine is used for customer search in Customers Online, Accounts Receivables, Sales Online and many other modules of Oracle eBusiness suite. Many Receivables customers can benefit immensely by using this search as opposed to traditional find customer UIs that come as part of AR customer standard form.

Have you at any time wondered/wished that

- You could search based on a specific characteristic of a Customer which is captured at customer level that is unique to your business?
- You had search attributes that do not produce the results you are expecting?
- You have consolidated customer data from multiple systems or possibly converted from Legacy systems and would like to be able to search based on Legacy identifiers or perhaps an identifier from another application?

A sample Trading Community of a Financial Institution



With properly configured DQM Match Rules you can address these search requests. DQM Match Rules are not only used for search but can be used to prevent the creation of duplicate customer entries. They can also identify duplicates during data conversion using the Bulk Import process.

Whether you are newly implementing Oracle EBS and/or Oracle CDH or you are an existing user of EBS, you can take advantage of this capability to further optimize the customer search in various business processes at your organization.

We have worked with several clients to resolve issues related to customer data. We have identified that the Match Rules are configured in less than an optimal manner. When these rules are designed match the business process, the users are happier because they get the results they are expecting in their customer searches.

“We engaged Rhapsody for a 3 month assignment to solve problems we were having with Partners Management. Rhapsody’s consultants traced the problems to the DQM Match Rules and reconfigured the rules within 3 weeks. The new rules properly reflected our Partners Management business requirements. With less money used than was allocated to resolve our problems in Partners Management, we leveraged unused funds to learn more about Oracle CDH by taking a comprehensive training program from Rhapsody.”

- A Technology Manufacturer based in California

Our engagements for this service are usually short and can take as little as 3 weeks of effort. Let us help you get all the benefits of using a powerful DQM engine that Oracle offers as part of TCA framework infrastructure.

Call or schedule an appointment to discuss more about how this service can benefit your organization in improving various business processes requiring customer search.

Customer Model - University of Florida - Party Centric Approach

