ORACLE® PARTNER

WORKBENCH
SOFTWARE™

The **fastest and easiest**
navigation tools
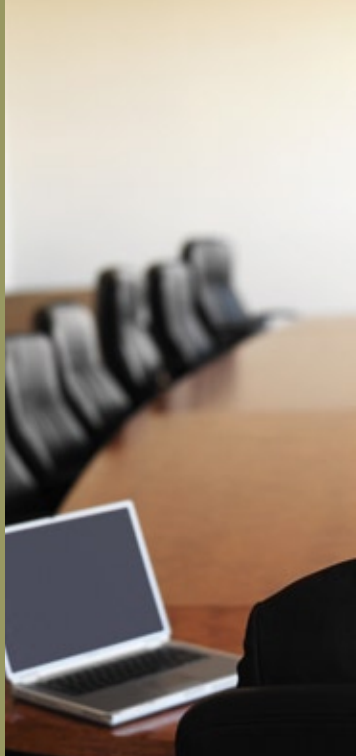for the
eBusiness Suite

About Workbench Software, LLC.

Workbench software was founded in 2005 with a simple idea. Our mission is to provide high quality, high impact software solutions for the Oracle eBusiness suite. If you would like to learn more about workbench software and technologies, please contact us.

Save Time and Reduce Learning Curve

- Workbench products are tools used to view cross application data—all on one screen!
- Eliminate the need to navigate through application screens to view information.
- New revolutionary navigation system provides quick access to update procedures.

Who benefits from a Workbench?

The following positions typically notice a 10% to 40% increase in productivity using Workbench products:

- Customer Service Representatives Inside Sales People
- Field Sales People
- Purchasing Managers
- Procurement Specialists & Buyers
- Production Planners
- Inventory Control People
- Inventory Managers
- Quality Control people
- Accounts Receivable

Workbench Software Products

The fastest and easiest navigation tools for the eBusiness Suite.

Workbench Products

Customer Workbench
Perfect for busy Sales, Customer Service, and Accounts Receivable associates.

Inventory Item Workbench
Perfect for busy Inventory, Production, Planning, Customer Service, Purchasing, and Sales associates.

Business Online Workbench
Created for partners and distribution customers to streamline customer service processes.

Supply Demand Workbench
Built for inventory planners, buyers and customer service associates.

Custom Workbench
Designed to fit your process. Workbench Software Framework provides the perfect platform for building workbench and dashboard applications for the eBusiness suite.

CUSTOMER WORKBENCH

Perfect for busy sales, customer service, and accounts receivable associates.

Harness the power of the eBusiness suite applications with the Customer Workbench. The Customer Workbench combines multiple applications and screens into a single comprehensive workspace. Use the workbench to quickly find customers and related information. Control eBusiness navigation and maintenance through the revolutionary Workbench interface. Reduce the learning curve for new users of the eBusiness suite.

Instantly Access:
- Customer Credit Profile
- Customer Model and Relationships (full TCA support)
- Addresses, Locations, Use, Account Site Level Credit Profile
- Contacts, and Contact details
- All Transactions: Invoice, Credits, Debits
- Cash Receipts and Payment Histories
- Collection and Dunning Letter Histories
- Customer Orders, Order History, Shipping Details
- Customer Attachments and Flexfields
- Sales Opportunities, Leads, and Quotes

INVENTORY ITEM WORKBENCH

Perfect for busy inventory, production, planning, customer service, purchasing, and sales associates.

Harness the power of the eBusiness suite applications with the Item Workbench. The Item Workbench combines multiple applications and screens into a single comprehensive workspace. Use the workbench to quickly find items and related information. Control eBusiness navigation and maintenance through the revolutionary Workbench interface. Reduce the learning curve for new users of the eBusiness suite.

Instantly Access:
- Item Attributes Across Inventory Organizations
- Quantity on hand Across Inventory Organizations
- Customer Orders and History
- Purchase Orders
- Purchase History
- Purchase Requisitions
- Supplier Quote History
- Item Attachments and Flexfields
- Work in Process
- Bill of Materials with Component Drill down
- Indented Bill of Material
- Router Definitions
- Item Catalog Attributes

- Engineering Change Order Detail
- Customer Item Cross Reference
- Manufacture Item Cross Reference
- Order Management Document Attachments
- Price Lists

FREQUENTLY ASKED QUESTIONS

WHAT IS A WORKBENCH?

A Workbench is a combination query and navigation user interface for the eBusiness suite. Workbench views span applications and organizations to bring together what you need to see, quickly and easily, all in one place.

HOW DOES IT WORK?

Use a Workbench to find information and applications in record time. Workbench views span applications and responsibilities to bring together what you need to see, quickly and easily.

DO I NEED THE ORACLE BUSINESS SUITE TO USE WORKBENCH PRODUCTS?

Yes. Workbench products are completely dependent on proper Oracle 11i Business Suite application licensing. Workbench products are specifically designed work directly with Oracle's 11i Business Suite.

DOES IT REQUIRE MODIFICATION TO THE BUSINESS SUITE?

No. Workbench products require no modification to any part of the Business Suite.

WILL INSTALLING OR USING A WORKBENCH EFFECT CURRENT SUPPORT OR MAINTENANCE AGREEMENTS?

No. Installing or using Workbench products have no effect on current Support or Maintenance agreements. The workbench itself does not modify existing Applications or Data in any way. All data maintenance is accomplished using Business Suite programs.

WHAT BUSINESS SUITE VERSIONS ARE SUPPORTED?

Workbench products are compatible with Business Suite 11i versions 11.5.3 through 11.5.10. Inquire about other versions.

HOW IS SECURITY CONTROLLED USING A WORKBENCH?

Assign a Workbench to a responsibility and the Workbench will automatically inherit that responsibilities security. It's that easy.

DOES THE WORKBENCH SUPPORT FLEX-FIELDS?

Yes. Flex-fields are fully supported by the Workbench.

DOES THE WORKBENCH SUPPORT ATTACHMENTS?

Yes. Attachments are fully supported by the Workbench.

WHO BENEFITS FROM A WORKBENCH?

The following positions typically notice a 10% to 40% increase in productivity using Workbench products:
- Customer Service Representatives
- Inside Sales People
- Field Sales People
- Purchasing Managers
- Procurement Specialists & Buyers
- Production Planners
- Inventory Control People
- Inventory Managers
- Quality Control people
- Accounts Receivable

HOW LONG DOES IT TAKE TO IMPLEMENT A WORKBENCH PRODUCT?

A typical implementation can be done in 5 to 10 days. Including installation, configuration, and training.

HOW MUCH TRAINING IS REQUIRED TO USE A WORKBENCH?

Depending on responsibility and experience, training for efficient use of a Workbench takes less than one day.

REQUEST A FREE TRIAL TODAY   **sales@workbenchsoftware.com**
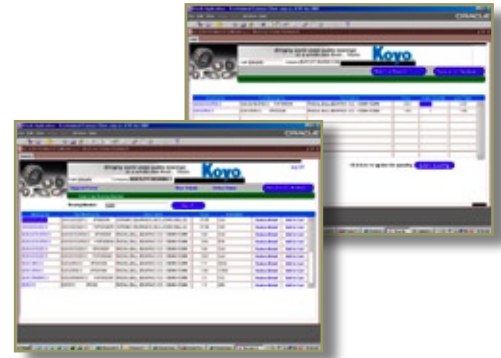
BUSINESS ONLINE WORKBENCH

Created for partners and distribution customers to streamline customer service processes.

Empower your partners and customers with Business Online self-service features.

With the self-service features of Business Online, Partners and Customers can streamline business with your company. Partners and Customers can quickly find answers to common customer-service and accounts-receivable questions. Customers can keep purchase lists for re-order, request price and delivery information, place orders, answer common customer service questions, and more. Increase customer satisfaction and lower customer service cost with Business Online.

Features include:
- Fast catalog search with product information
- Fast "Shopping-Cart" style Order Entry
- Order Status and Order History
- Secure Accounts receivable Invoice query
- Secure Cash receipts history
- Automatic "storefront" catalog based on customer item cross reference
- Role based Security Administration
- \Item Attributes Across Inventory Organizations
- Quantity on hand Across Inventory Organizations
- Cross Selling and Up Selling support
- Customizable "Quantity Availability" rules

SUPPLY DEMAND WORKBENCH

Built for inventory planners, buyers and customer service associates.

Harness the power of the eBusiness suite applications with the Supply Demand Workbench. The Supply Demand Workbench provides a comprehensive horizontal view into supply and demand summarized by organization roll-ups and organization. Quickly drill into supporting transactions for any time period. Powerful on the fly "what if" calculations for proposed stock planning adjustments. Control eBusiness navigation and maintenance through the revolutionary Workbench interface. Reduce the learning curve for new users of the eBusiness suite.

Instantly:
- View horizontal supply demand plans by roll-up organizations
- View horizontal supply demand plans by specific organizations
- Zoom to transaction queries for supporting detail for any time period
- On the fly "What if" supply demand adjustment calculations
- View item attributes
- Quantity on hand query (multi organization)
- Attachments and Flexfield support

Contact Us. We Can Help.

Designed to fit your process. Workbench Software Framework provides the perfect platform for building workbench and dashboard applications for the eBusiness suite.

Harness the power of the eBusiness suite applications with a Custom workbench design to fit your organizations best practice. Using the workbench framework we can quickly design and build custom workbench tools designed specifically to meet your requirements.

Custom Workbench benefits:
- View information to meet your business demands
- Attachment and flexfield support
- Powerful native workbench eBusiness suite navigation
- Quickly launch native eBusiness or custom applications through data
- Rapid application development on proven workbench eBusiness platform

Request A Free Trial Today

Our free trial program includes a fully functional version of the software. You'll receive the complete workbench, as well as installation, setup, training-demonstration, and support to get you started using the product.

Simply put, we think Workbench products are the best. And that's why we want you to try them on your own production or test system, with your toughest power users, free for 30 days. If you don't want to keep the Workbench product, simply remove it from the system, no questions asked.

There is absolutely no risk, and your satisfaction is guaranteed. Hundreds of Oracle users are satisfied Workbench customers. And this ever growing list includes service, manufacturing, sales, and businesses like yours. So what have you got to lose?

WORKBENCH S O F T W A R E ™

Contact us today.

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