



# Oracle E-Business Suite

## Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

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## Review by a Real User

Verified by IT Central Station



Business Systems Manager at a  
energy/utilities company with 1,001-5,000  
employees

**it\_user317880**

### VALUABLE FEATURES

A couple of things-- one is the support for the multiple languages, locale, so the internationalization is a valuable feature. The ability to extend the system and capture the duration of data points and extensions on customer processes, so it's also adaptable. Furthermore, I like the support for mobile apps, which I think they are catching up on.

### ROOM FOR IMPROVEMENT

Looking at the product on a large scale, some of the features are more spreadsheet-based with data updates. Oracle does have a few data spreadsheet loaders but these are not extensive, and a lot of data screens do not give you the option to download the data, modify, and the upload it. Spreadsheets are now becoming the fastest way to download and modify data. This would be handy especially when working with larger data sections.

### USE OF SOLUTION

I've used it for 12 years.

### DEPLOYMENT ISSUES

No, you can deploy with very little downtime which is a great feature.

### STABILITY ISSUES

It all depends on what highway you are hosting it on. Based on how many resources you are provided. I've used the product across the organization for the past 12 years and depending on how much hardware, and how fast it is, in terms of design, it does have scalability built in to it.



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### **CUSTOMER SERVICE AND TECHNICAL SUPPORT**

Most of my interaction has been through the support website which is mostly technical support. Most of the support is through the customers, through the support portal. The best part about the support is the vast knowledge base. 9/10 times you can find a solution to your problem through some kind of published notes from the support website.

### **INITIAL SETUP**

There were some modules that were more complicated. All I would say is that it wasn't too simple and it wasn't too complex.

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