Work Order Print Service

Integration of Oracle Enterprise Asset Management (eAM) with Oracle AutoVue

Integration of Oracle Enterprise Asset Management (eAM) with Oracle AutoVue to print work orders with their corresponding attachments.

Estuate's Work Order Print Service solves the work order printing challenge, consistently rated one of Oracle eAM customers' biggest challenges, by enabling easy printing of work order reports and related attachments stored in eAM. A company is only as good as its infrastructure. Regardless of size or purpose, business processes and services within a company rely heavily on the dependability of assets and their impact on everyday business processes. Many companies have implemented asset management software, such as Oracle's E-Business Suite Enterprise Asset Management (eAM), to monitor their assets. Estuate's Work Order Print Service enables customers to leverage the full power of eAM by integrating it with Oracle Autovue for flexible, powerful work order printing.

The Business Challenge

Oracle eAM is an efficient way for companies to track and schedule ongoing maintenance of their assets. Maintenance staffs use Oracle eAM to create work orders to report problems with assets or to assign routine maintenance of them. Oracle eAM provides two user interfaces to create work orders and view attachments: Oracle Forms and Self Service/Web/Oracle Application Framework (OAF). Both of these methods provide access to work orders, however, neither fully addresses the need for printing work orders with their accompanying attachments:

- Oracle Forms provides the ability to print work order reports, but not related attachments (attachments are only referenced)
- Oracle Application Framework provides the ability to print work order reports only in R12, but not in R11i. In either case, it is not possible to print related work order attachments.
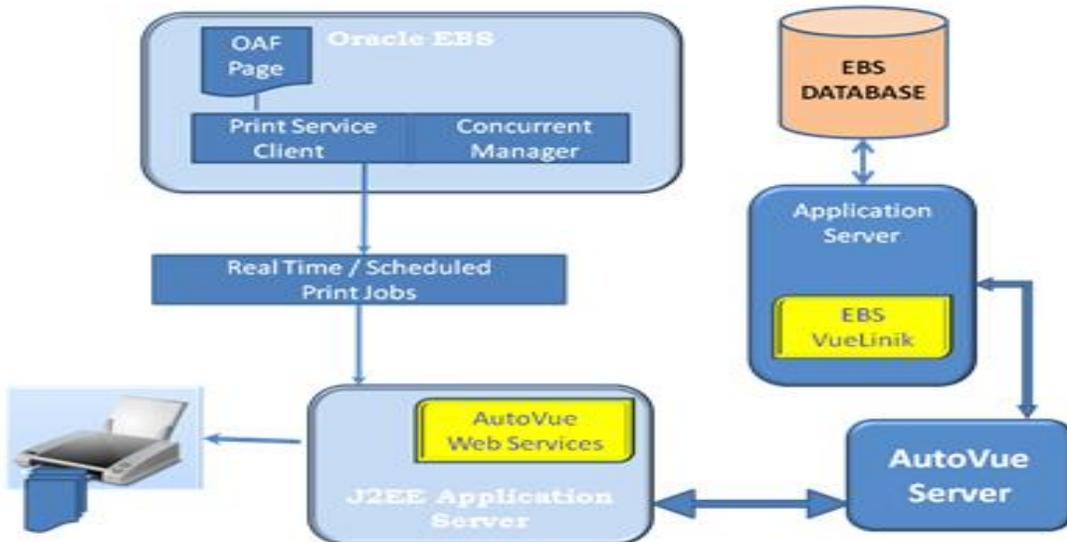
Related Challenges

- In customer environments where thousands of work order packets are generated daily or weekly, the inability to print complete packages flexibly can cause a major disruption in business processes.
- Productivity losses and risks associated with printing and collating large volumes of work orders can lead to costly mistakes, especially for companies in asset-intensive industries that rely heavily on printouts for maintenance.
- It is complex and difficult to run printing services for documents created in Microsoft Windows from a Linux server—most authoring applications can't run as printing services on a Linux platform, a common problem for Oracle customers.

Estuate's Work Order Print Service

Oracle eAM does a good job of allowing you to attach documents to a work order, but does not provide the necessary technology to print a work order and its accompanying attachments in the same print request. Customers are demanding a software solution to print complete work order packages, including accompanying attachments, with one request from either eAM forms or an OAF interface. Ideally the solution should utilize the Oracle Concurrent Manager, Oracle's report submission utility.

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Estuate's Work Order Printing Service, co-marketed with Oracle, is the ideal solution for this purpose. It integrates the Oracle Autovue Document Print Service capability with Oracle eAM. It enables easy manual or scheduled printing of complete work order packages.   Future releases will support print services for other Oracle EBS modules, as well.

Solution Architecture

Why Estuate?

Estuate is a global technology services company, headquartered in Sunnyvale, California, with additional offices in Canada, India and the UK. Estuate's key service offerings include Oracle Services and IBM technology implementation, custom application and product engineering, as well as business intelligence, Big Data and software management. Estuate's dedicated teams help clients throughout the technology lifecycle by aiding during the planning phase as well as the post-deployment phase.

Estuate focuses on building deep relationships with enterprise software companies through product engineering, and providing implementation and custom application development services to customers. We help our clients strategize to get the most from their technology reduce total cost of ownership and streamline daily software management tasks so that their internal teams can focus on critical business objectives. This innovative strategy creates win-win relationships with software partners and clients across a wide range of industries.

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