



Oracle Case Management Solutions

Léon Smiers, Manas Deb, Joop Koster, Prasen Palvankar

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Organizations increasingly need to deal with unstructured processes that traditional business process management (BPM) suites are not designed to deal with. High-risk, yet high-value, loan origination or credit approvals, police investigations, and healthcare patient treatment are just a few examples of areas where a level of uncertainty makes outcome and execution of work flow non-deterministic.

Case management is a way to govern and control these unstructured processes and non-deterministic outcomes. Oracle recently completed its BPM technology stack with broad case management functionality and is now able to deliver case management capabilities in a variety of flavors that combine packaged applications and middleware technology.

Oracle Case Management Solutions is the first book to translate case management from a business problem perspective into appropriate Oracle product usage. Covering the key Oracle technologies that support case management solution components, it explains how to conceptualize and implement quality case management solutions with these products.

The team of authors consists of leading industry consultants engaged in providing case management solutions as well as veteran software product management professionals dealing with tools for building case management applications. The authors share insights gained through their extensive case management experience in terms of its use in solving real-world business problems and in applying technologies to create efficient fit-for-purpose computer applications that embody modern computing trends.

Detailing a proven solution architecture and reliable roadmap for case management implementation and adoption, the book includes tutorials with step-by-step instructions on building case management solutions using Oracle Siebel and Oracle BPM suites.

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