

# Customization *but* not as we know it

## PaaS4SaaS



Debra Lilley  
VP Certus Cloud Services

# Debra Lilley



- VP Certus Cloud Services
- Oracle ACE Director, OCP & Oracle Masters
- Fusion Applications UX advocate
- Director and Past President UKOUG
- Oracle App since 9.4.1 (18 years)
- End User Advisor for Constellation Research
- 2008 Oracle Magazine Award 'User Group Evangelist of the Year'
- 2011 Friend of Quest Award
- 2009, 2015 SOA Community Award Winner
- 2014 Oracle Scene 'Most Read Article'

- [According to Oracle](#)



## **Build better apps—faster, smarter, and more efficiently.**

Oracle Cloud platform as a service (PaaS) helps enterprise IT and independent software vendor (ISV) developers rapidly build and deploy rich applications - or extend Oracle Cloud SaaS apps - using an enterprise-grade cloud platform based on the industry's #1 database and application server.

# Certus Position on SaaS

- [Our Press Release 10/14](#)
- Certus Solutions, an Oracle® Gold Partner, Oracle Education Reseller and leading implementer of Oracle Cloud Services for HR, Payroll and Finance operations, is pleased to announce its move into Cloud Services product development on Oracle's Platform as a Service (PaaS) offering to extend Oracle's HCM and ERP Cloud Services suite.



[View video](#)




# PaaS4SaaS – What is important to Certus

- Oracle SaaS, their Cloud Products are successful not least for their user experience.
- Certus are committed to:



*Developing cloud extensions to Fusion with same Simplified UI*

# PaaS - Our Approach

Component	Use	Certus Use	Availability
Database Cloud	APEX	One off Apps no reuse	Now
Java Cloud	Base Java and weblogic , ADF	One off or very simple apps	Now
Process Cloud	BPM /SOA	Configuration i.e. process change	
Integration Cloud	Connections	Simplifies integration	

Worked with Oracle to investigate and validate our approach

# Our Chosen Development Partner

- You come to Certus to implement your Cloud Apps because they are the best, and in the same way, Certus will in the first instance use the best Fusion Middleware FMW partner to develop apps.
- We will sell applications through the [Oracle Marketplace](#) (think appstore).



Innovate where others follow!  
eProseed is an Oracle Platinum Partner with in-depth expertise in Oracle Database, Oracle Fusion Middleware (FMW) and Oracle Hardware including Oracle Engineered Systems. We solve hard problems with innovation and experience. We offer award-winning services and solutions at business and technical levels using high-maturity practices and with guaranteed results. We deliver Oracle's Technology excellence with faster ROI and lower risk and TCO.

# Certus, eProseed & Oracle working together

- 
- HCM Cloud Use Case
- Demonstrate to Oracle Certus commitment to PaaS4SaaS
- Develop relationship with partners eProseed
- Learn from Oracle more about UX
- Learn about rapid development for PaaS
- Leave workshop with:
  - Functioning wireframe of Certus use case
  - SUI first cut of Certus Use Case
  - Demo showing integration





# Validating Paas4SaaS works

- 3 Day Workshop with Oracle UX Team
- (2<sup>nd</sup> of a small series funded by Oracle to validate the technology and solution with partners).



# UX Goals for Design labs

- Understand the technical aspects and value of PaaS for SaaS solutions
- Understand the philosophy and value of the Simplified UI
- How to modify/use a simplified design process for an Agile PaaS project
- Understand how to design, develop and deploy a PaaS application built using the Simplified UI and supporting resources;
  - Rapid Development Kit (RDK), Design Principles of SUI eBook and Developer expertise
- Have fun and provide feedback on the process and resources



# For More on Oracle's Dedication to User Experience

- [Oracle.com/UsableApps](https://www.oracle.com/UsableApps)
- [Blogs.Oracle.com/VoX](https://blogs.oracle.com/VoX)
- [Blogs.Oracle.com/UsableApps](https://blogs.oracle.com/UsableApps)
- YouTube: [oracleusableapps](https://www.youtube.com/channel/UCracleusableapps)
- UsableApps on Facebook
- Twitter: [@UsableApps](https://twitter.com/UsableApps)
- Usable Apps on LinkedIn

# How Oracle Builds an Applications \ User Experience

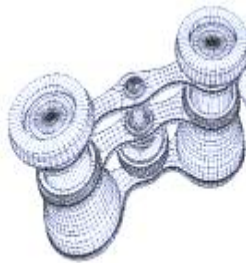
## 1 Observe

We observe real end users where they work, doing real tasks. Globally.



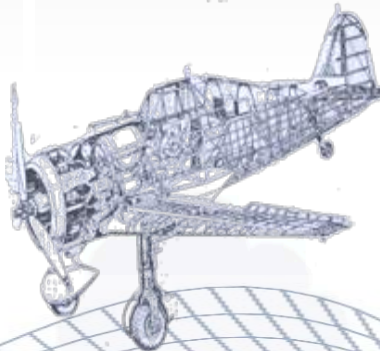
## 2 Analyze

We identify themes and usage activities across different users.



## 3 Wireframe

We sketch out experiences and refine with users.  
Proven functional UI design patterns inform our sketches.



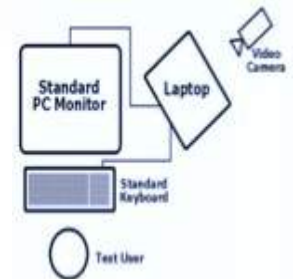
## 4 Prototype

Designs agreed, we build working prototypes and test with real users performing real work tasks.



## 5 Build and Measure

We test the implemented design again and scientifically measure usage.





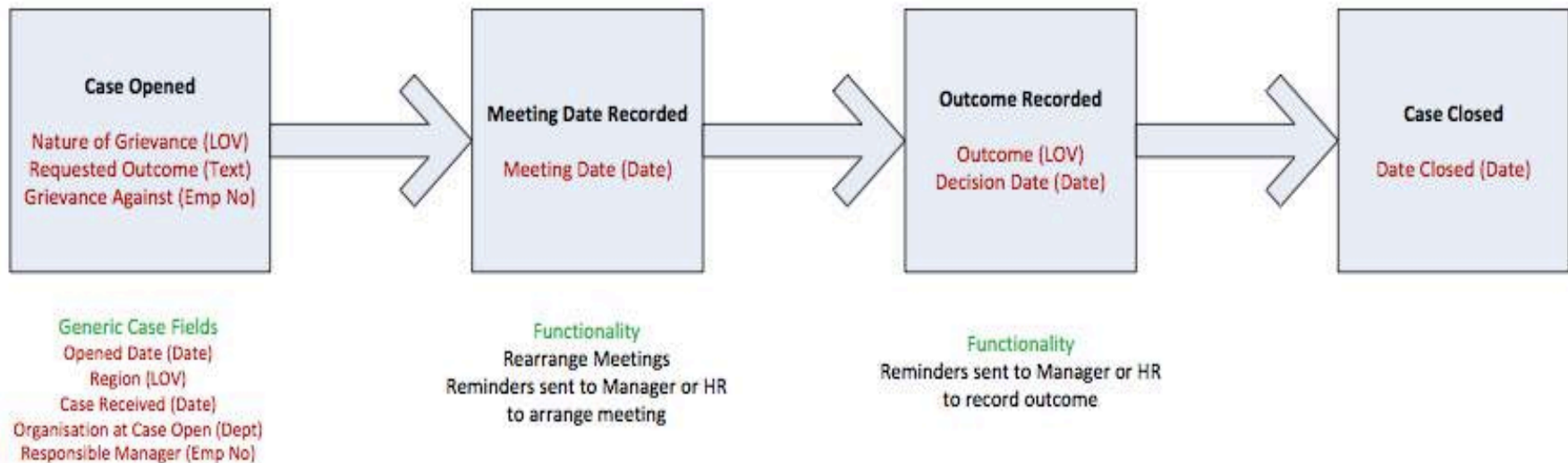
# Ultan Facilitated the Workshop





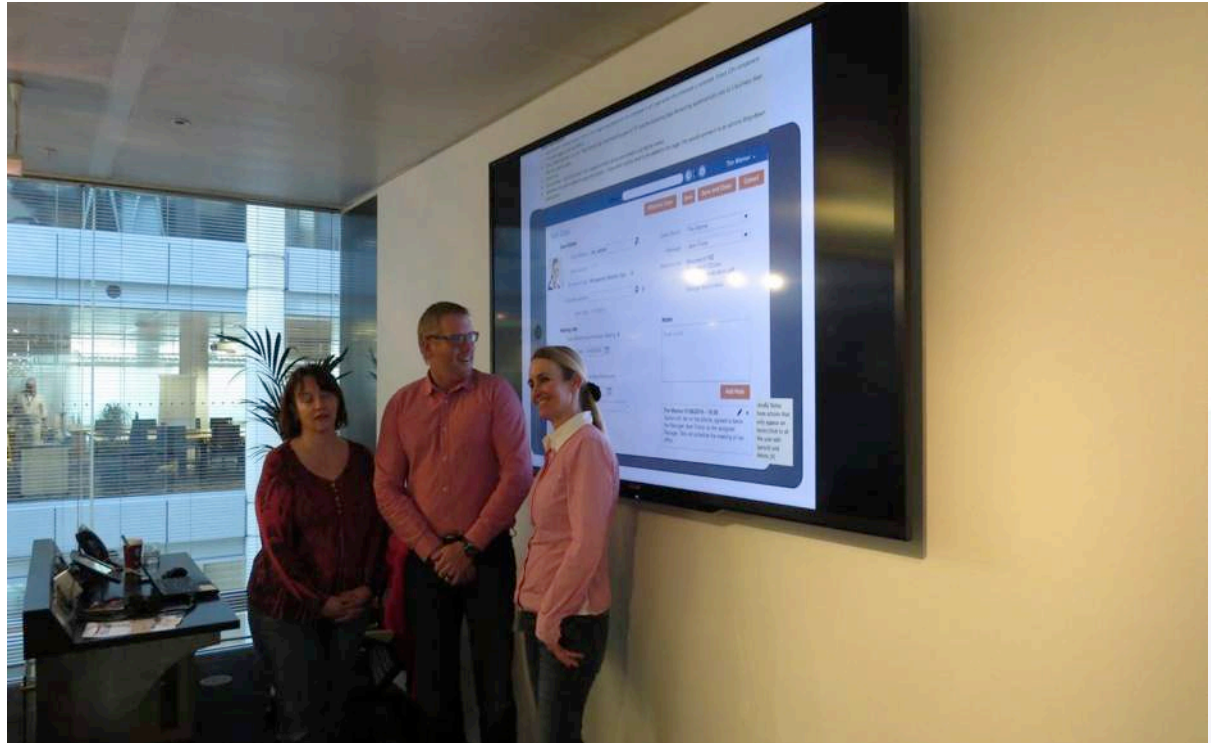
# 1. Observe – Our Use Case

- CMA is an existing application we use with customers for HR Policy Compliance.



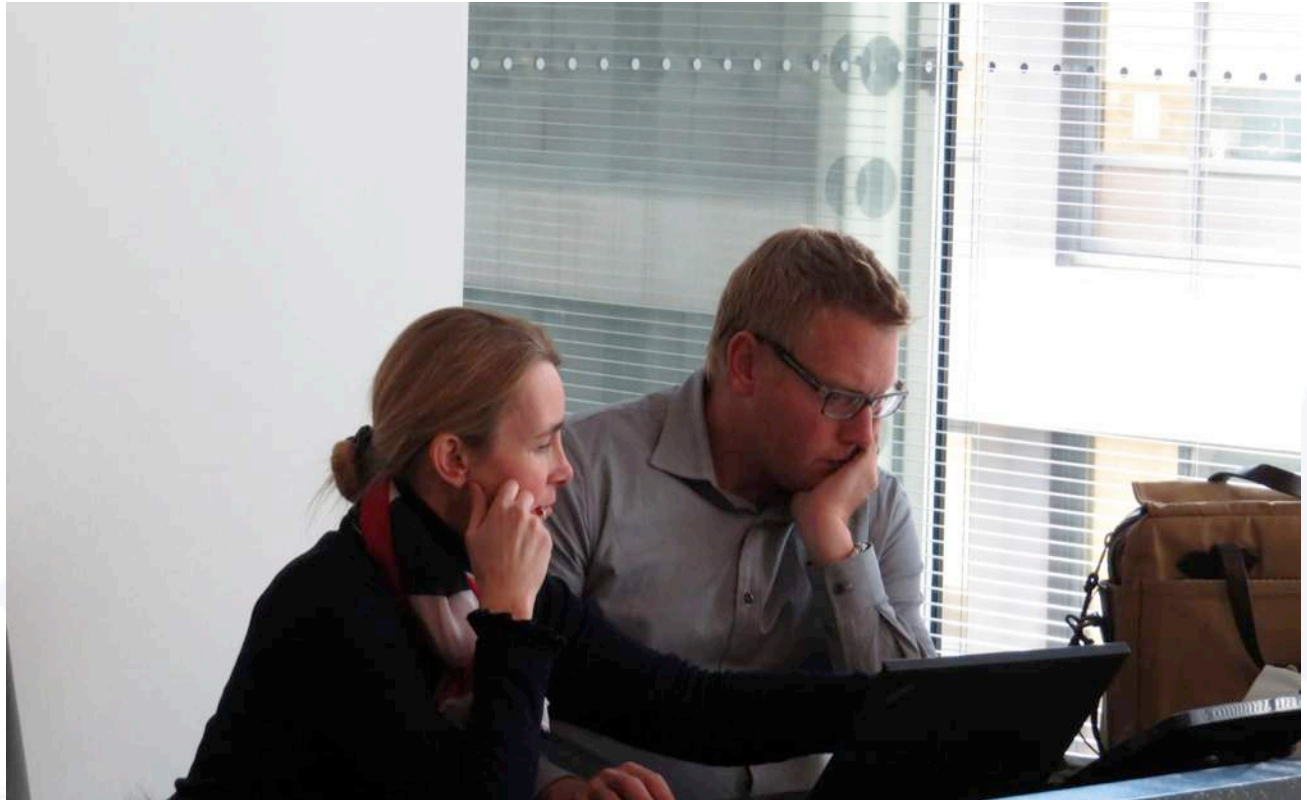
## 2. Analyze

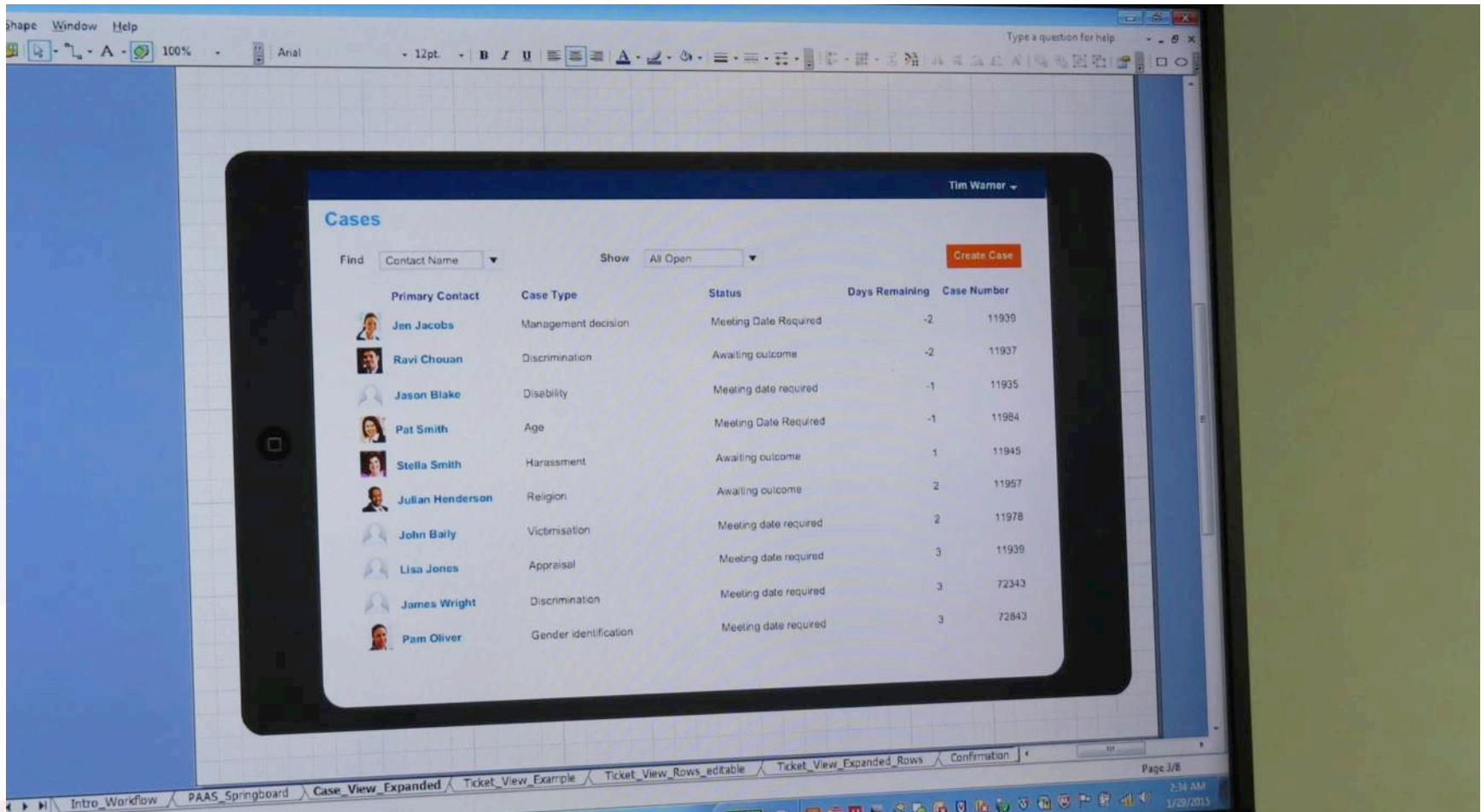
Caroline talks through current functionality and where the integration with Cloud ERP would be:



# 3. Wireframe

Julian & Mascha build wireframe



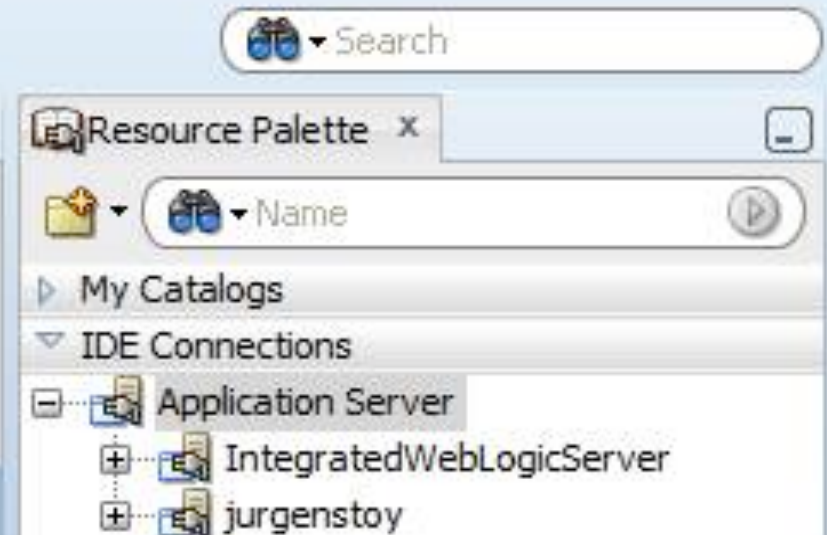
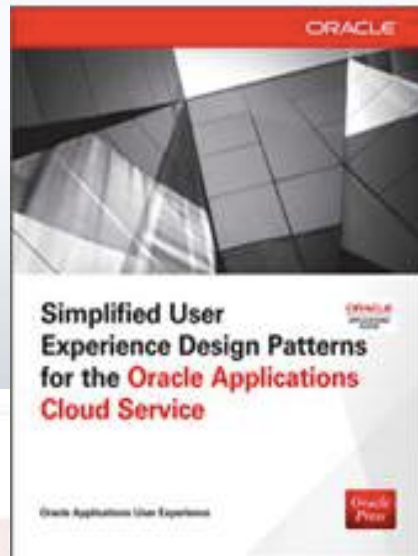




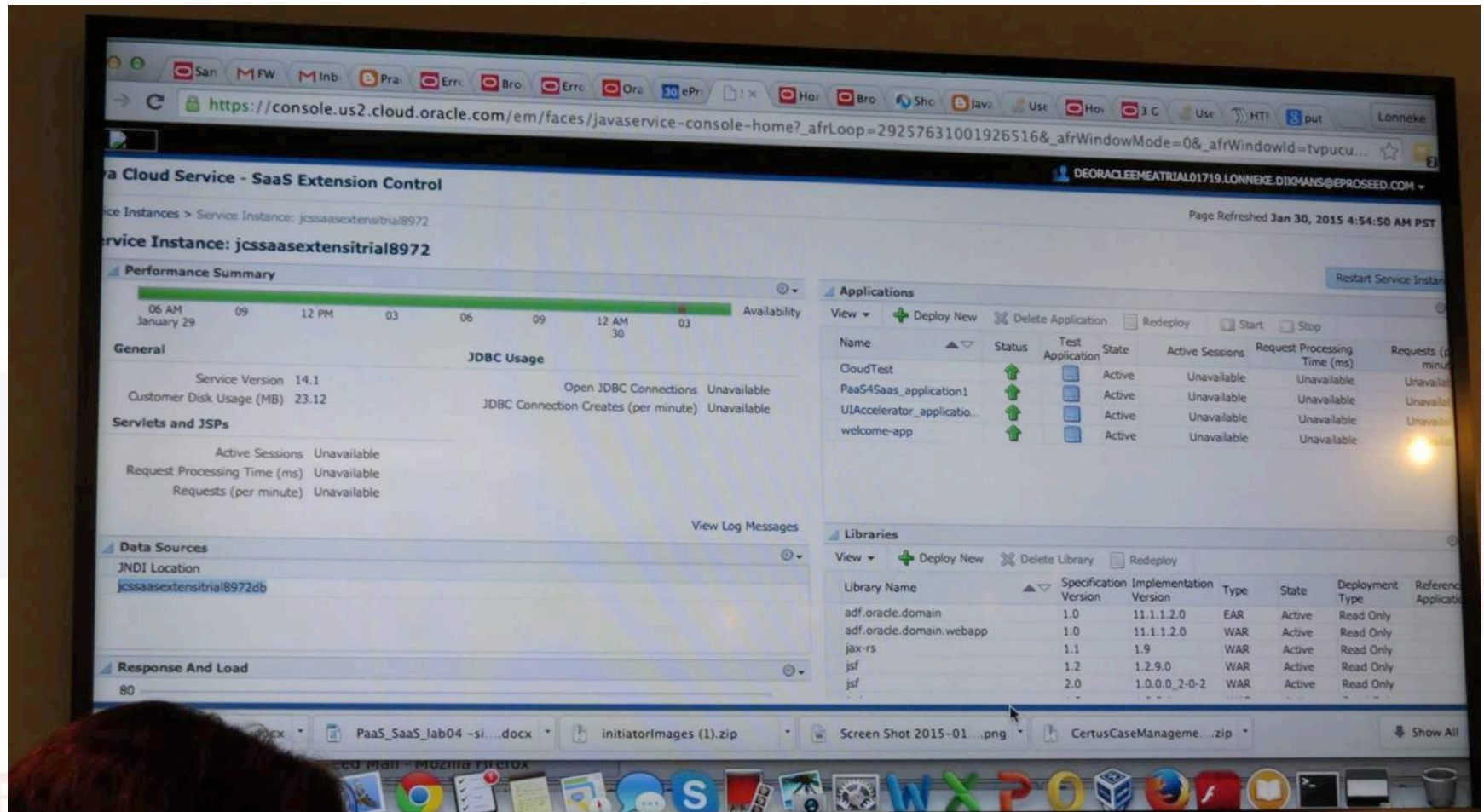
# 4. Build Prototype

Using the Oracle UX  
Rapid Development Tool  
Kit

<http://www.oracle.com/webfolder/ux/applications/successStories/oracleApplicationsCloudRelease8.html>

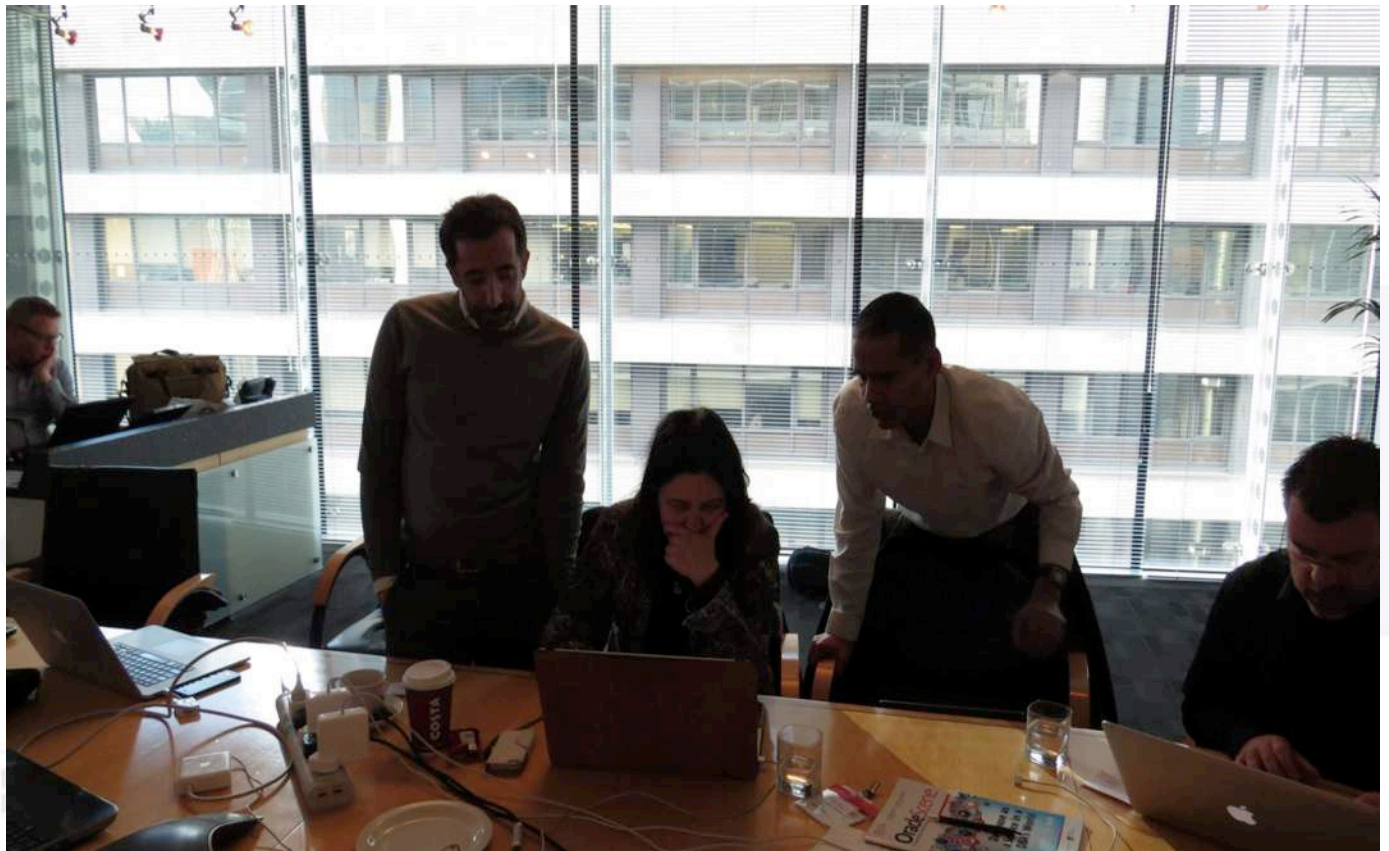






# Development team using RDT

- Bruno, Lonneke, Lancey and Luc busy working at Development



# Our Prototype

## On PaaS Java Cloud

- Table created containing test data
- SaaS application created that:
  - View record summary
  - View Individual record
  - Create records

## On HCM Cloud

- HR Person data extracted from HCM Cloud
  - Extract using using BIP
  - Loaded into PaaS table
- Added descriptive flexfield on HCM Person Record to hold CMA market
  - Not updatable in HCM Cloud
- CMA region added to HCM Cloud Welcome Page to call CMA SaaS Application

# Note Read Only Dff

ORACLE

Charles Collins

**Setup and Maintenance**

**Tasks**

**Implementations**

- Getting Started
- Configure Offerings
- Copy Configurations
- Manage Implementation Projects

**Setup Data Export and Import**

- Manage Configuration Packages
- Manage Export and Import Processes

**Implementation Objects**

- Manage Offerings and Functional Areas
- Manage Features
- Manage Business Processes
- Manage Task Lists and Tasks
- Manage Business Objects

**Topology Objects**

- Manage Domains
- Manage Enterprise Applications
- Manage Third Party Applications
- Manage Modules
- Manage Composites

**Topology Registration**

- Review Topology
- Register Enterprise Environments
- Register Domains
- Register Enterprise Applications
- Register Setup Web Component Producers

**Edit Segment**

Flexfield Name: Persons Attributes

Flexfield Code: PER\_PERSONS\_DFF

Description: used by PaaS4Saas use case

\* Name: CMA Marker

Code: CMA\_CMA\_\_Marker

API Name: cmaMarker

☒ Enabled

**Column Assignment**

Data Type: Character

Table Column: ATTRIBUTE2

**Validation**

\* Value Set: GL\_16\_CHARACTERS

Value Set Description: 16 Characters free text with no validation.

Range Type: ☐ Required

**Initial Default**

Default Type:

**Display Properties**

\* Prompt: CMA Marker

\* Display Type: Text Box

Display Size:

Display Height:

☒ Read-only

Definition Help Text:

Instruction Help Text:

Save Save and Close Cancel

Created a DFF  
on the person  
record so  
we can hold a  
CMA marker



# Edit, Opens up all details including marker

ORACLE

Person Management

Name: Daniel Davis  
Work Phone:   
Person Number: 1001  
Work E-Mail: daniel.davis@fusionhcm.co.uk

Tasks

- Compare

Absences

- Manage Absence Cases
- Manage Absence Records
- Manage Work Schedule Assignment

Payroll

- Manage Costing for a Person
- Manage Payroll Calculation Information
- Manage Personal Payment Methods
- Manage Payroll Relationships
- Manage Element Entries
- View Payslip

Compensation

- Manage Salary
- Manage Compensation
- View Compensation History
- View Total Compensation Statement

Personal and Employment

- Manage Person
- Manage Allocated Checklist
- Manage Employment
- Create Work Relationship
- Manage Work Relationship
- Manage Areas of Responsibility
- Manage User Account
- Manage Talent Profile

Workforce Modeling

- Workforce Modeling

Manage Person X

Manage Person

Person Information | Contacts | Documents | Disabilities | Extra Information

Name and Addresses

Name

Last Name: Davis  
Title: Mr.  
First Name: Daniel  
Middle Name:   
Preferred Name: Dan  
Previous Last Name:   
Create Address Edit

Addresses

Edit

National Identifiers

United Kingdom National Insurance Number: AA999003A Edit

Biographical Information

Edit

Example: 11/29/98

Date of Birth: 11/1/70  
Date of Death:   
Country of Birth: United Kingdom  
Region of Birth:   
Town of Birth:   
Correspondence Language:   
Blood Type:   
Graduate Flag:   
CMA Marker: Open  
Context Value:   
Display Photo: Browse... No file selected.  
\* Photo Name: 1001-2  
Current Photo: Daniel Davis Delete

Legislative Information

United Kingdom

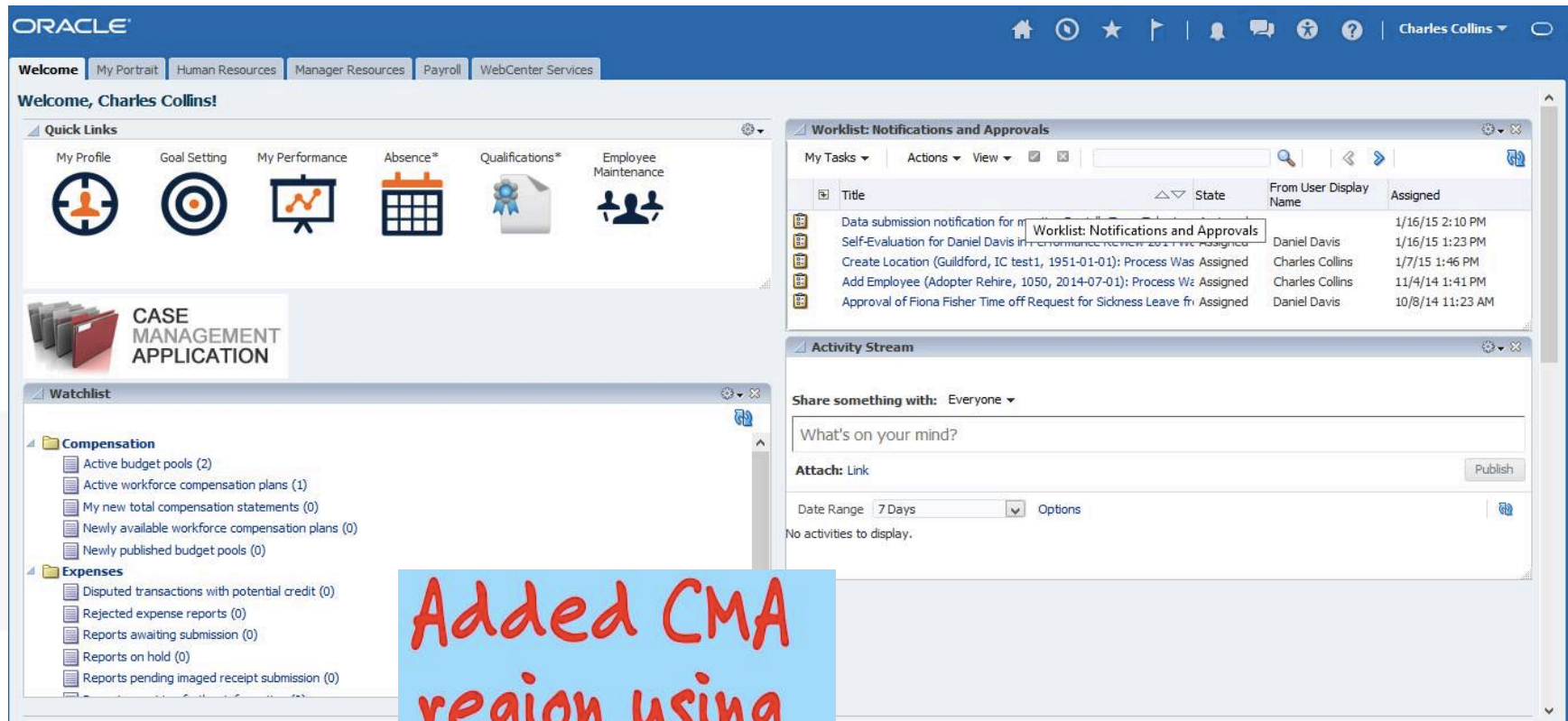
Gender and Marital Status

Edit

Note the CMA marker cannot be updated in HCM Cloud, only from the CMA application



# Added to welcome page



**Quick Links**

- My Profile
- Goal Setting
- My Performance
- Absence\*
- Qualifications\*
- Employee Maintenance

**CASE MANAGEMENT APPLICATION**

**Watchlist**

- Compensation**
  - Active budget pools (2)
  - Active workforce compensation plans (1)
  - My new total compensation statements (0)
  - Newly available workforce compensation plans (0)
  - Newly published budget pools (0)
- Expenses**
  - Disputed transactions with potential credit (0)
  - Rejected expense reports (0)
  - Reports awaiting submission (0)
  - Reports on hold (0)
  - Reports pending imaged receipt submission (0)

**Worklist: Notifications and Approvals**

Title	State	From User Display Name	Assigned
Data submission notification for m	Worklist: Notifications and Approvals	Daniel Davis	1/16/15 2:10 PM
Self-Evaluation for Daniel Davis		Daniel Davis	1/16/15 1:23 PM
Create Location (Guildford, IC test1, 1951-01-01): Process Was Assigned		Charles Collins	1/7/15 1:46 PM
Add Employee (Adopter Rehire, 1050, 2014-07-01): Process W: Assigned		Charles Collins	11/4/14 1:41 PM
Approval of Fiona Fisher Time off Request for Sickness Leave fr		Daniel Davis	10/8/14 11:23 AM

**Activity Stream**

Share something with: Everyone ▼

What's on your mind?

Attach: Link

Date Range: 7 Days ▼ Options

No activities to display.

Added CMA  
region using  
url based  
object in page  
composer

# CMA SUI SaaS Application called from Cloud ERP



Lisa Jones ▾

## Welcome to the Simplified UI Starter Kit!

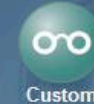
This kit is designed to help you get started building your own Simplified UI. It includes:

- Skin files (javascript, css, images)
- Page Templates for Simplified UI style pages
- A sample Simplified UI style launch page (with springboard and filmstrip)
- Sample task flows
- Sample page fragments for:
  - Landing Page
  - Create Page
  - Edit Page
  - Embedded List
  - Search and Select Picker

For more information, please visit:  
[Oracle.com/UsableApps](http://Oracle.com/UsableApps)



CMA



Custom

# PaaS View Summary Page







CASE MANAGEMENT APPLICATION

Lisa Jones ▾

CMA Custom

### Cases

Find  Show **All Open** ▾ [Create Case](#)

	Case Initiator	Case Type	Status	Days Remaining	Case Number
	<b>Daniel Davies</b>	AGE	Open	2	100
	<b>James Wright</b>	Discrimination	Open	3	930
	<b>Ravi Chouan</b>	Management Decision	Open	3	300
		Management Decision	Open	3	200
		y	Open	3	500
		nation	Open	3	400

Will include Cloud ERP profile photos

# Drill Into Detail

## Edit Case 100

[Save](#)[Save and Close](#)[Cancel](#)

Case Initiator

Case Number

Grievance Type

Grievance Against

Case Owner

Manager

[Manage Attachments](#)

Meeting Date

Notes 

unusable complex case  
that has no image

### Meeting Info

Meeting date 1/25/2015

Days Remaining 2

### Outcome

Days Remaining 2

Meeting date 1/25/2015

Outcome

# Create New Record

## Create Case

Case Initiator   
Case Number   
Grievance Type   
Grievance Against   
2/1/2015

### Select Case Type

- ☐ Age
- ☐ Any other relevant factor
- ☐ Appraisal
- ☐ Bullying
- ☐ Disability
- ☐ Discrimination

OK Cancel

Case Owner   
Manager

[Manage Attachments](#)

Meeting Date   
Notes

### Attachments


Screen Shot 201... 17.73 kB Done x



Browse... No files selected.

OK Cancel



# New Case added to Summary

Lisa Jones ▾









CMACustom

### Cases

Find  Show

Create Case

	Case Initiator	Case Type	Status	Days Remaining	Case Number
	<b>persone one</b>	Appraisal		0	345
	<b>Daniel Davies</b>	AGE	Open	2	100
	<b>James Wright</b>	Discrimination	Open	3	930
	<b>Ravi Chouan</b>	Management Decision	Open	3	300
	<b>Jen Jacobs</b>	Management Decision	Open	3	200
	<b>Jason Blake</b>	Disability	Open	3	500

# The Team Hard at Work



# Work Outstanding

- Design table structure (currently single table)
- Populate routine to include photos
- Automate periodic extract & update from HCM Cloud
- Summary screen to include photo
- Complete the detail behind entry screen
- Trigger to update HCM record with CMA marker on insert
- Trigger to update HCM record when case complete
- Return from CMA SaaS application in HCM Cloud

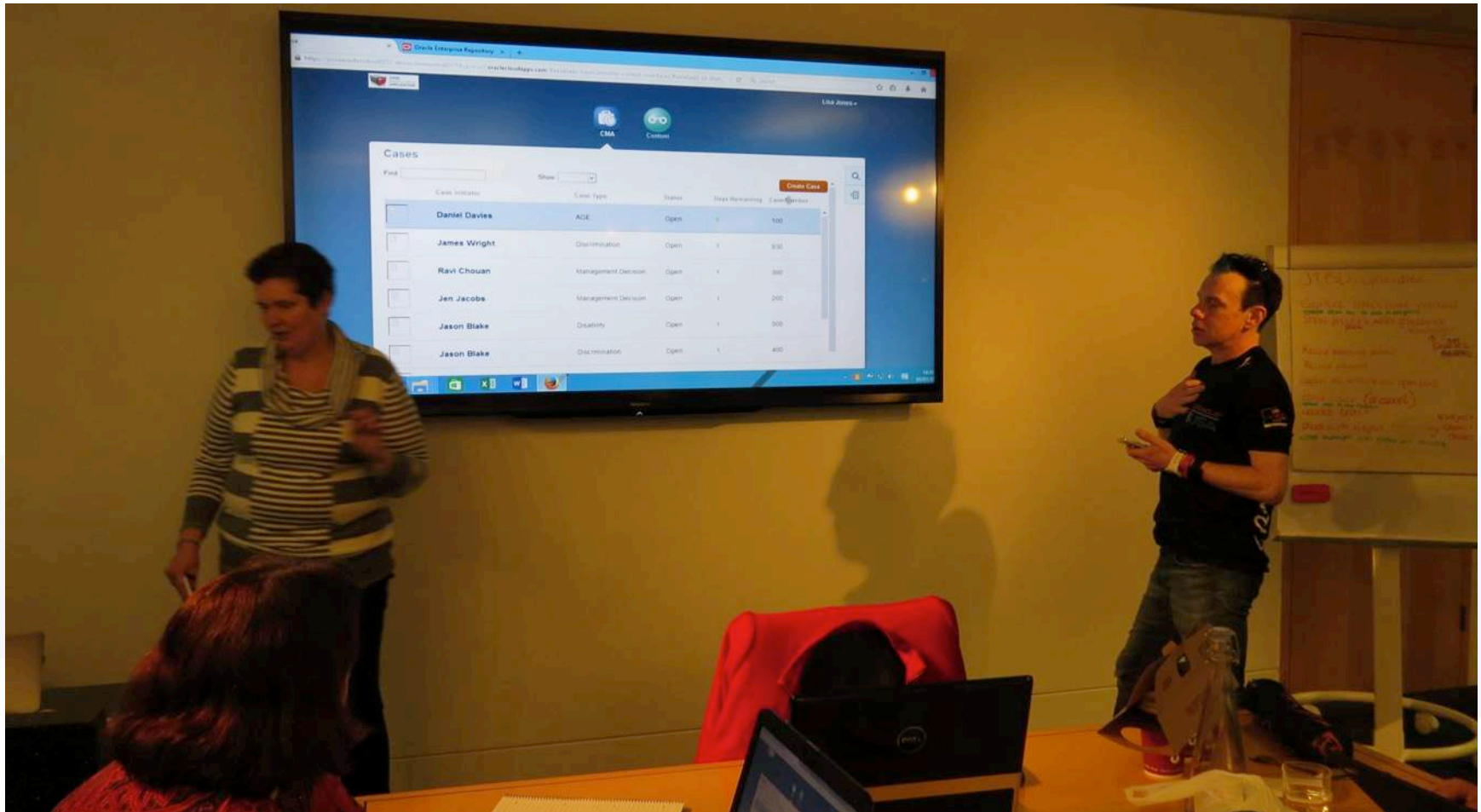
- **SaaS, We are looking at ERP & HCM**
  - CX has an Apps Composer and can do so much more
- Each process is a series of services orchestrated by BPM/SO
- 



- 
- When using Fusion Apps on Premise, you could amend the process, i.e. remove or add new services (provided they were in the service catalogue), using the Process Composer.
- In SaaS there is no access to the Process Composer, you CANNOT use it, with one exception, we can access the Approvals Process via AMX (Applications Management Extension), but what we do is limited to variables, i.e. how many levels, what hierarchy etc.



# Giving the Wrap Up, Debra & Ultan



# PoC Summary

- At OOW PaaS4SaaS promised
- Based on our experience and investigation we believed there were some significant gaps:
- (Sales Cloud has apps composer which allows easier integration and extension, HCM & ERP do not)
- Workshop validated our understandings and determined what we really can do today – increased our confidence.





# Followup & PCS Conclusion

- Oracle Fusion Middleware Partner Symposium –  
Budapest 3-6 March 2015
- In depth classes and access to Product Managers re Integration Cloud Process, clarifying some constraints
- PaaS4SaaS allows us to punch out, run a standalone extension but not true orchestration across, to and from SaaS.
- PCS does NOT allow us access to amend the processes embedded within SaaS



# SOA Community Award

*I awarded my first SOA Community Outstanding Contribution for Cloud to Debra Lilley of Certus Solutions and Lonneke Dikmanns of eProseed because they not only took on board the messaging of PaaS 4 SaaS from the last Oracle Open World, but also their collaboration between an Applications partner and a Middleware partner, sought out answers and training and with Oracle Development giving feedback and validating their approach in this area. All good things but bringing that back to the community and sharing is the outstanding contribution.*

**Jürgen Kress, Oracle EMEA**

Fusion Middleware Partner Adoption

## Applications Cloud User Experience

**ORACLE®**

- Designing the Applications Cloud Simplified User Interface
- Simplified UI Design Patterns eBook
- Applications Cloud User Experience Simplified UI Rapid Development Kit

To learn more about the Applications Cloud User Experience team, please visit



[www.oracle.com/UsableApps](http://www.oracle.com/UsableApps)





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Our Journey to PaaS series, based on Certus adoption of PaaS4SaaS published by Oracle under their AppAdv Blog

Feb 2015 Extending Your SaaS with PaaS

Jan 2015 More about PaaS

Dec 2014 Partner Column – The Journey to PaaS, Part one

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<http://dclilley.com/paas4saas.html>

BIG IDEAS



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## PaaS and SaaS: Perfect Together

**Five reasons that platform as a service will soon become the de facto way to extend software as a service.**

by Debra Lilley,  March 2015

**P**latform as a service, or PaaS, is exciting a lot of our customers—not just those who want to move to the cloud, but also those who see PaaS as a way to build applications faster and more efficiently. As Oracle releases more development tools in the cloud, I believe that PaaS will become the de facto way to extend software as a service (SaaS).

First, let's explore some of the major benefits of PaaS. With PaaS, you no longer have to worry about the cost and time associated with maintaining hardware or a data center. By bypassing the setup required for a development environment, your organization will achieve faster time to value on projects. Most PaaS offerings are on a consumption model. Much



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## ■ Get Data out of SaaS

- The BI Publisher Service is a back door, it allows us to extract any data from SaaS

## ■ Call PaaS

- We cannot call PaaS as part of a SaaS process, BUT using Page Composer we can add a link to PaaS, and call it using manual navigation

## ■ Sign into PaaS

- Currently we need to do so once per session, as we do for OIM & AMX however single sign on is coming

## ■ Work in PaaS

- Either using navigation or a process (depending on what PaaS components are used).

## ■ Return Data to SaaS

- **Only** possible if a relevant API exists, and this will be much easier with ICS (integration Cloud Service) but possible now – lack of APIs is biggest constraint in HCM & ERP

## ■ Next Step in SaaS

- Unless the API updates a field that triggers next step in an existing SaaS process, you have to manually navigate to next service.



# What Next?

- Oracle Announced ABCS
- Rerunning the PoC using that reporting back when GA





LAOTN for the opportunity



Certus & eProseed teams

Oracle:

- UX team development
- SOA Partner Community
- PTS