ORACLE

Retail Reference Model

Harnessing The Power of Oracle Retail

For Retailers, By Retailers

Insights to guide your implementation journey.

Retail Reference Model

Harnessing The Power of the Oracle Retail

29,000
Business partners

5,950+
Retail customers

96
Countries

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Retail Reference Model

Harnessing The Power of the Oracle Retail

The Oracle Retail Reference Model collects detailed implementation information for our partners and customers, including business process flows, technical models, and more.

The Oracle Retail Reference Model contains deep retail intellectual property that we share to help our customers accelerate their implementations and derive maximum value from our software. Not only do licensed customers have access to a wealth of information, but they also have a wealth of information to help accelerate their implementations.

The Business Value of the Oracle Retail Reference Model (RRM)

- Accelerate implementations.
- Derive maximum value from our software and development investment.
- Help IT and business users better collaborate.
- Invest in best-of-breed and future-proof solutions at an enterprise scale.

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Getting Started

The RRM is a starting point for retailers to gauge how their specific retail processes mirror standard industry processes.

The Retail Reference Model (RRM) comprises business process flows, technical diagrams, and retail term definitions. It was created to impart valuable information to Oracle Retail's customers and partners to maximize the value derived from our software and accelerate implementations. Many retailers have already benefited from this approach.

The RRM is available at no cost to Oracle Retail customers. Its three components are described in this guide.

The Business Process Flows are published in Visio and HTML; HTML is used for easy navigation and presentation during discussions, and Visio is used for easy editing. These models assist with IT and business collaboration and help accelerate implementations.

Key Features

Captures and articulates retail business processes using standard business process modeling notation (BPMN).

Records a typical retail implementation using multiple perspectives.

Explains standard definitions for terms, metrics, and measures.

Applies to both business and technical resources and situations.

Technical Models

and end-to-end business processes answer the "big picture" questions of how systems and business units fit together to provide business solutions for executives and architects.

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Business Process Flows

The Business Process Flows (BPF) are a comprehensive collection of hundreds of established, industry-leading flows that guide retailers and implementers using Oracle solutions.

The Business Process Flows are based on the input and experience that Oracle Retail and its partners have gained working with a broad range of retail customers. The processes align with Oracle solutions, leverage industry standards, and help business units communicate with IT.

How It Works

They start with high-level representations that dive into more detail at lower levels. The models are built and maintained in Microsoft Visio but can be imported to other modeling tools that can read a Visio file format.

To achieve greater business value, the Business Process Flows support the implementation of merchandising, stores, planning, and supply chain products and act as a guide for both the business and implementation teams. The designs are created for a generic retailer but with inherent considerations for Hardlines, Fashion, and Grocery.

Hardlines

Fashion

Grocery

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Business Process Flows

Intended Audiences

Intended to disseminate information widely, the Business Process Models are designed to provide a baseline set of retail processes. They are written for a wide range of business user perspectives and support a variety of integration discussions.

Users of the BPF component of the RRM range from executives, directors, team leads, and users.

NAME	DESCRIPTION	TARGET AUDIENCE
Retail Industry Model (Level 0)	A collection of functional areas to describe the retail enterprise as a whole, using Value Added Chain notation arranged according to Plan and Market, Make, Buy, Move and Fulfill, Sell and Service, and Enterprise Operations	Executives
Business Process Area Models (Level 1)	Conceptual representation of one major business process area, using adaptation of Event-driven Process Chain notation. May be connected in a start-to-finish flow, organized as unconnected process areas, or any appropriate combination thereof.	Executives Directors Senior Managers
Organizational Business Process Flows (Level 2)	Representation of logical part of a start-to-finish business process, using adaptation of Event-driven Process Chain notation.	Executives Directors Senior Managers
Business/Systems Process Flows (Level 3)	Represent the activities and tasks that are executed by users and system to complete the process. Uses adaptation of Business Process Modeling Notation symbols.	Implementers Team Leads User

Additional Resources

The Oracle Platform for Retail is inherently extensible. The ability to add innovative extensions is a core design principle and is made possible through our next-gen architecture. Oracle Retail's Customer Value team has built cloud extensions to support unique business processes and deliver additional, sustainable value for the benefit of our customers.

For more information on the overall Customer Value Cloud Extensions Portfolio click here.

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Technical Models

Technical Models (TMs) are a collection of diagrams that describe the different views of Oracle Retail's solution offerings. Those implementing Oracle Retail's products will find the Technical Models a useful starting point for understanding how Oracle Retail Solutions fits together. The ability to have context around a particular component in a system and where the system plays a part are essential in understanding the impacts a customization may make and what is required for successful deployment.

Technical Models include

- Retail Solution Suite Overview

- Integration Perspectives by Function

- Integration Perspectives by Solution Domain

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Technical Models

Intended Audiences

The Technical Models target retail IT groups and implementation partners working on Oracle Retail implementations.

They are technical diagrams that can be combined with the views defined in the Oracle Retail Business Process Flows.

| MODEL NAME	DESCRIPTION	TARGET AUDIENCE
Retail Solution Suite Overview	A high-level context view depicting the Oracle Retail product domains, and the high-level relationships and dependencies between these product domains.	• Enterprise Architects • System Integrators
Integration by Function	Narratives and functional models designed to show integrations involved in executing common retail business functions.	• Enterprise Architects • Application Architects • Integration Architects • System Integrators
Integration by Solution	Domain Diagrams showing the key integration points between Oracle Retail solution areas, including other Oracle or 3rd Party solutions, as appropriate.	• Enterprise Architects • Application Architects • Integration Architects • System Integrators

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Retail Glossary

The Glossary facilitates a single source for defining terms, metrics, and measures used by retailers.

Users can search over hundreds of terms to understand their definition, calculations, synonyms, and context, thus helping to align departments and provide consistency.

Provided in HTML and Excel so retailers can quickly access content, easily update per release, and customize based on retailer specific requirements.

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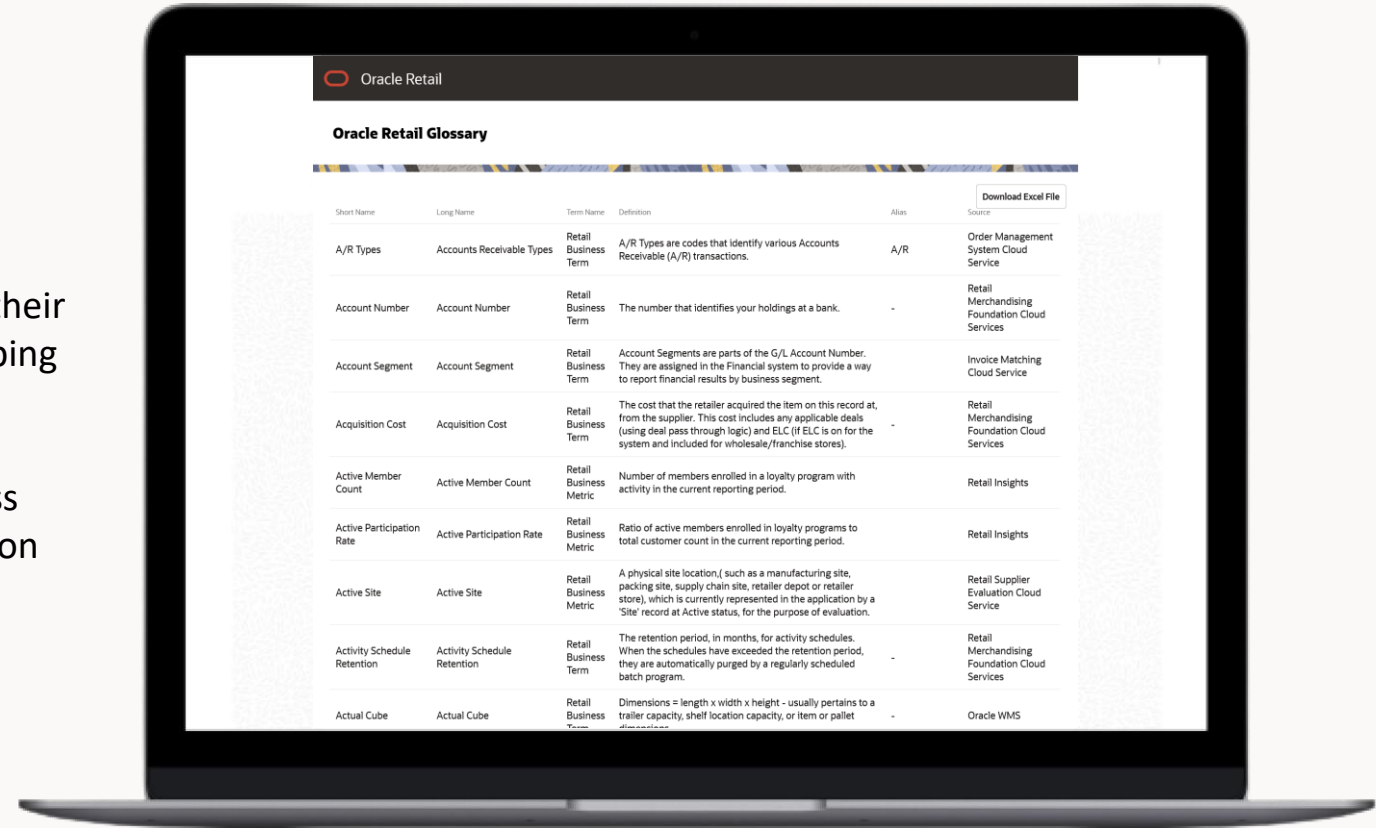
Built-in For Retail

The Retail Reference Model covers the following Oracle Retail solutions:

- AI and Analytics

- Stores and Omnichannel

- Marketing

- POS Systems

- Merchandise Operations Management

- Planning and Optimization

- Supply Chain Management

- Brand Compliance Management

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How To Access

The RRM is complimentary to customers who have licensed any Oracle Retail application.

Ongoing updates and additions based on feedback, recent Oracle Retail releases and new applications ensure that the retailers always have updated, comprehensive, field-proven processes for retail operations.

The RRM is available via Retail Home for customers on the next-gen platform or is downloadable from My Oracle Support at:

https://support.oracle.com/epmos/faces/DocumentDisplay?id=2058843.2.

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Conclusion

The Oracle Retail portfolio of solutions offers end-to-end perspectives, from planning through execution, combining the breadth of offers with the depth of functionality required for a retail enterprise. The Retail Reference Model allows retailers to accelerate their speed to value and implement best practices based on the experience of thousands of retail customers across globally.

Oracle enables consultants, partners, and its professional services teams to serve retailers globally whether they choose on-premise, software-as-a-service, infrastructure-as-a-service, or managed cloud service solutions with the RRM.

Retail Reference Model

Breadth and Depth of Business Process Flows

Enterprise level context models and end-to-end business processes answer the "big picture" questions of how systems and business units fit together to provide business solutions, for executives and architects.

Documented Retail Experience Across Retail Suite of Solutions

Only Oracle Retail can provide retailers with as much comprehensive, documented retail experience across merchandising, supply chain, planning, and commerce.

Depth of Detail with Functional Models

Leverage functional domain models from the Oracle Retail ecosystem. Tap into the start-to-finish Event-driven Process Chain (EPC) and Business Process Modeling Notation (BPMN) models to deliver domain and day-to-day detail to architects, analysts, and implementers.

Best Practices Included with Purchase of Oracle Retail

The Retail Reference Model is offered at no cost to Oracle Retail customers current on maintenance on the next gen platform or in downloadable, browser-based viewer, for offline review. It is updated with product releases aligning the Retail Reference Model components with new product features and capabilities. Other solution providers typically charge a separate license for this level of documentation. The entire collections, covering all Oracle Retail solutions, are complementary with license of any single retail product.

For questions or general inquiries on the Retail Reference Model please email retailprocess_mb@oracle.com.

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About Oracle Retail

Oracle provides retailers with a complete, open, and integrated platform for best-of-breed business applications with embedded AI, cloud services, and hardware that are engineered to work together. Leading fashion, grocery, and specialty retailers use Oracle solutions to deliver connected journeys, applied innovations, and personalized experiences. For more information, visit our website at oracle.com/retail.

www.linkedin.com/showcase/oracle-retail/

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