Oracle® Banking Microservices Architecture

Corporate 360 User Guide

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Oracle Banking Microservices Architecture Corporate 360 User Guide, Release 14.7.0.0.0

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Contents

Preface

This topic contains the following subtopics:

- Purpose
- Audience
- Related Documents
- Conventions
- List of Topics
- Symbols and Icons
- Screenshot Disclaimer

Purpose

This guide provides the detailed information about the Corporate 360 feature.

Audience

This guide is intended for the Relationship Managers (RM) in the corporate division of the bank.

Related Documents

For more information, see these Oracle resources:

- *Getting Started User Guide*
- *Corporate Onboarding User Guide*

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
`monospace`	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

List of Topics

This guide is organized into the following topics:

Table List of Topics

Topic	Description
Overview of Corporate 360	This topic provides an overview of the Corporate 360 feature.
Get Started	This topic provides information on how to view Corporate 360.
Customer Demographics	This topic provides the basic details about the corporate's business.
Portfolio	This topic provides the details of the product portfolio held by the corporate with the bank.
Actions	This topic provides information about the pending actions related to the client.
Sales Opportunities	This topic provides information about the sales opportunities (upsell/cross-sell) associated with the corporate customer.
Service Requests	This topic provides information about the outstanding service requests raised by the customer.
My Diary	This topic provides information about tracking the to-do list for a relationship manager.

Symbols and Icons

The following are the symbols you are likely to find in this guide:

Table Symbols and Icons

Symbol	Function
	Close icon
	Expand view icon
	Filter icon
	Maximize icon
	Minimize icon
	Product 360 View

Screenshot Disclaimer

Information used in the interface or documents are dummy, it does not exist in real world, and its only for reference purpose.

1 Overview of Corporate 360

This topic describes the overview about the Corporate 360 feature.

Corporate 360 is an essential feature, which is designed to simplify the work of RMs in the bank and save a significant amount of time. The customer-specific information displayed in Corporate 360 enables the RMs to stay up to date about their customers and perform actions that have strict deadlines.

Some of the most required information displayed in Corporate 360 are:

- **Customer Demographics** of a corporate customer.
- **Portfolio** across all the products subscribed by the customer
- **Actions** of pending activities
- **Sales Opportunities** for automatic debit of loans received by the customer
- **Service Requests** raised by the customer that are yet to be addressed
- **My Diary** – A to-do list to plan and track the activities for relationship Manager

Table 1-1 Customer Demographic Sections

Sections	Description
Demographic Details	This topic provides the basic demographic information about the customer.
Stakeholders	This topic provides the key stakeholders for the business.
Financial Profile	This topic provides the financial details for the business.
Industry wise presence	This topic provides the different industry sectors that the business caters to.
Balance Sheet	This topic provides the balance sheet details for the business.
Country Wise Presence	This topic provides the list of countries where the business is operational.
Subsidiaries	This topic provides a view of the corporate's business hierarchy.
Rating	This topic provides the credit ratings for the corporate provided by rating agencies/internal ratings provided by the bank.

2 Get Started

This topic describes the information about the customer on various tiles/sections of the Corporate 360 page.

Corporate 360 enables the RM to have a consolidated view of all the necessary information about the corporate with an option to drill down into the specific product dashboards for details of the customer's portfolio. The corporate 360 page can be viewed using the *Customer Search* option.

This topic contains the following subtopic:

- Corporate 360 Page
  This topic provides systematic instructions to view the Corporate 360 page in the application.

2.1 Corporate 360 Page

This topic provides systematic instructions to view the Corporate 360 page in the application.

Log in to the application homepage. For information on how to log in, refer to *Getting Started User Guide*.

> **Note:**
>
> - User should have required access to view a party within a customer access group as relationship. For more details, refer **Oracle Banking Party Configuration User Guide**.
> - User should have required Personal Identifiable Information (PII) access to view individual stakeholders, if PII fields are configured. For more details, refer **Oracle Banking Party Configuration User Guide**.

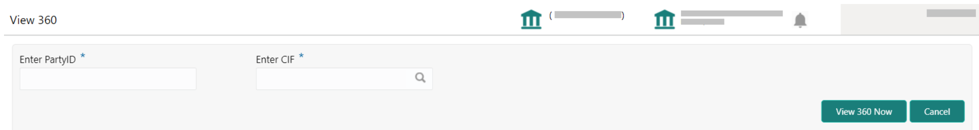
To view the customer details:

> **Note:**
>
> The fields, which are marked with an asterisk, are mandatory.

1. On the **Homepage**, click **Party Service**. Under **Party Service**, click **View 360**.

   The **View 360** screen displays.

Figure 2-1 View 360



2. On the **View 360** screen, specify the fields. For more information on fields, refer to the field description table.

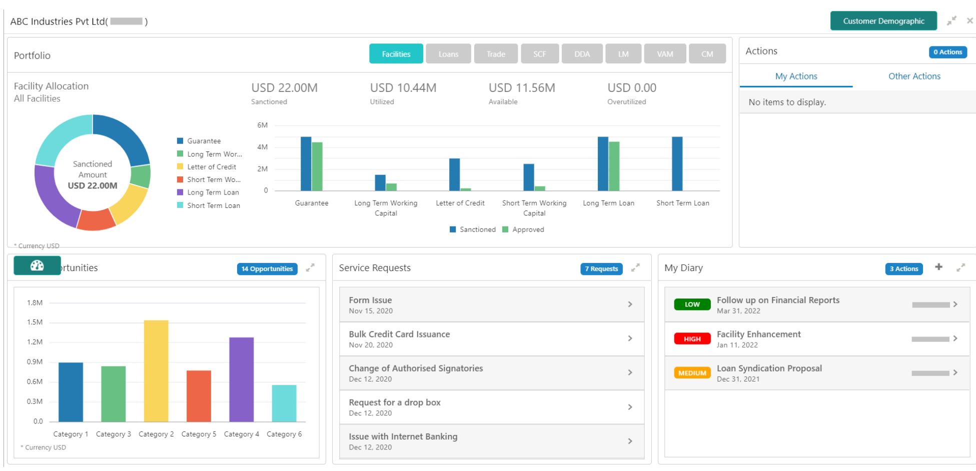
Table 2-1 View 360 - Field Description

Field	Description
Enter Party ID	Specify the party ID of the desired customer.
Enter CIF	Specify the CIF of the desired customer.

3. Click **View 360 Now**.

   The **Corporate 360** page displays.

Figure 2-2 Corporate 360

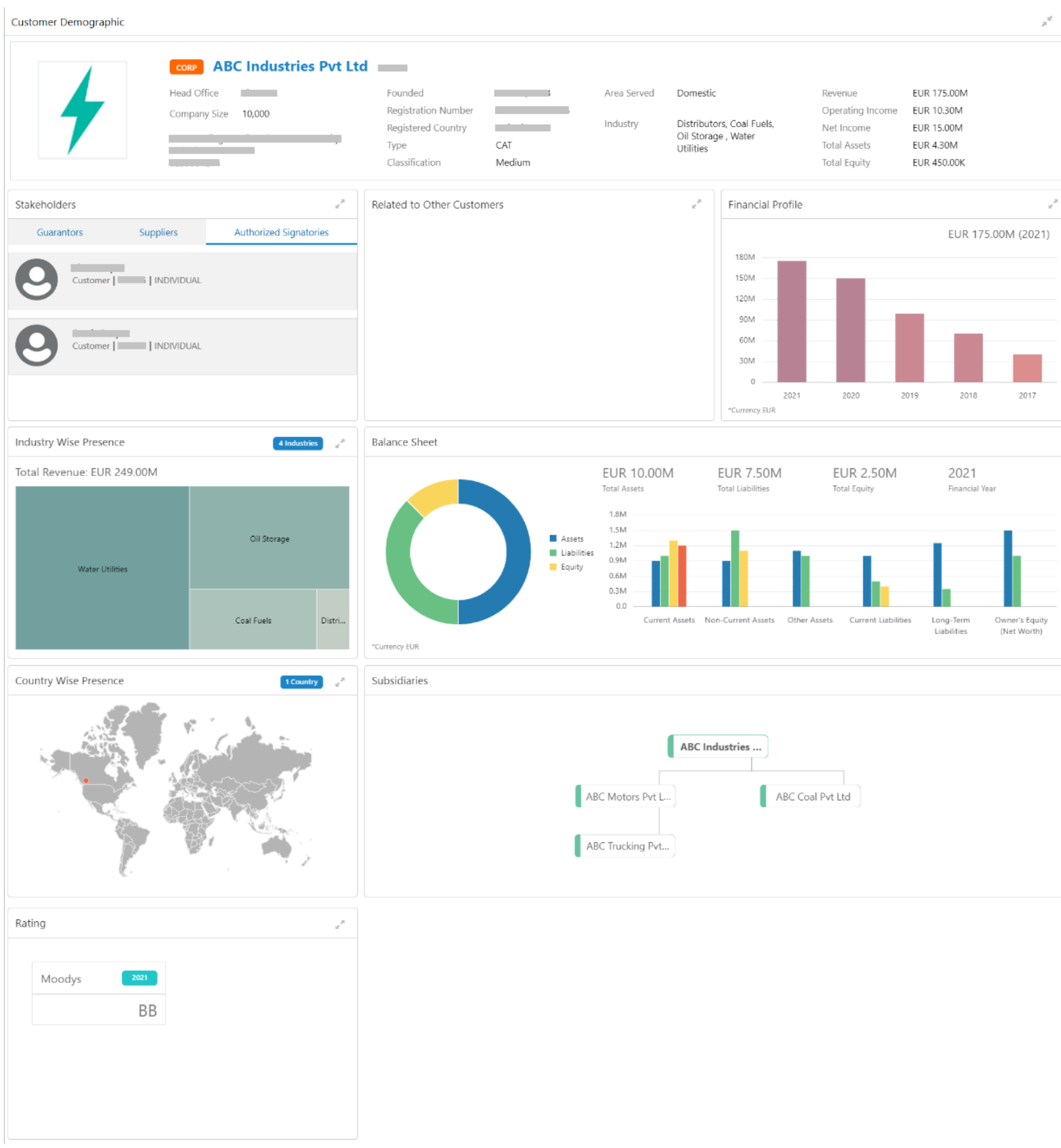


3
Customer Demographics

This topic describes the basic details of the corporate's business.

The **Customer Demographic** information can be seen by clicking on the **Customer Demographic** button available on the top right corner of the Corporate 360 page. The following figure shows the various sections on this page.

Figure 3-1 Customer Demographic



The following table describes the various sections on the **Customer Demographic** page.

Table 3-1 Customer Demographic Sections

Sections	Description
Demographic Details	Contains the following basic details of the business: • Logo • Name • Address • Contact details • Registration details • Classification • Industry sector • Revenue • Operating income • Assets • Equity
Stakeholders	The key stakeholders for the Business – Shareholders, Customers, Owners, Authorized Signatories, Guarantors, Suppliers, Bankers, Insurers, Buyers, Management Team, Sponsors, Directors, Contractors, Auditors, Debtors, Creditors, Advisor.
Financial Profile	Financial profile of the customer that includes the balance sheet details, revenue, operating profit, net profit, return on investment, return on equity, return on asset.
Industry wise presence	Different industry sectors to which the Corporate caters.
Balance Sheet	Balance sheet details for the Corporate – Asset, Liability, Owner's Equity.
Country Wise Presence	List of countries where the business is operational.
Subsidiaries	A view of the corporate's business hierarchy including all the subsidiary companies.
Rating	Credit rating for the Corporate provided by external rating agencies/internal rating provided by the bank.

Basic Details

This section contains the following basic details of the corporate:

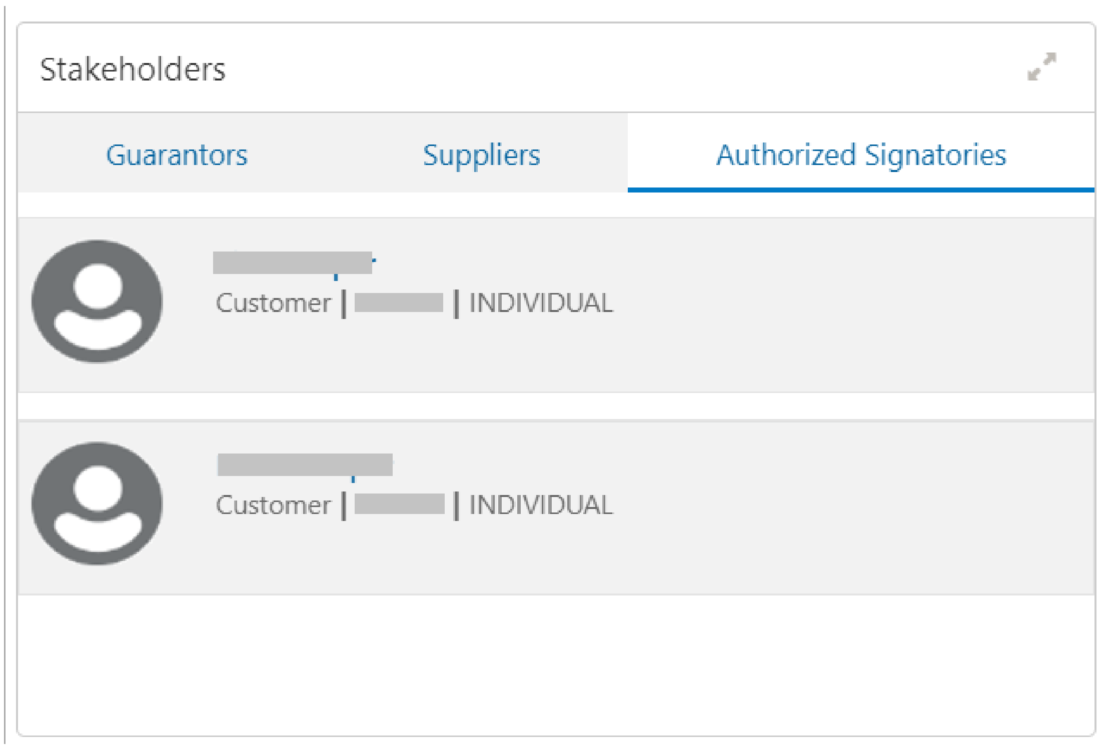
- Name
- Address
- Contact information
- Industry segment
- Areas served
- Revenue
- Operating income
- Net income

Figure 3-2 Basic Details

Stakeholder Information

This widget contains the details of the key stakeholders for the corporate.

Figure 3-3 Stakeholder



The following types of stakeholders are displayed in this tile. The user can select the respective tab to view the details.

Table 3-2 Stakeholders - Descriptions

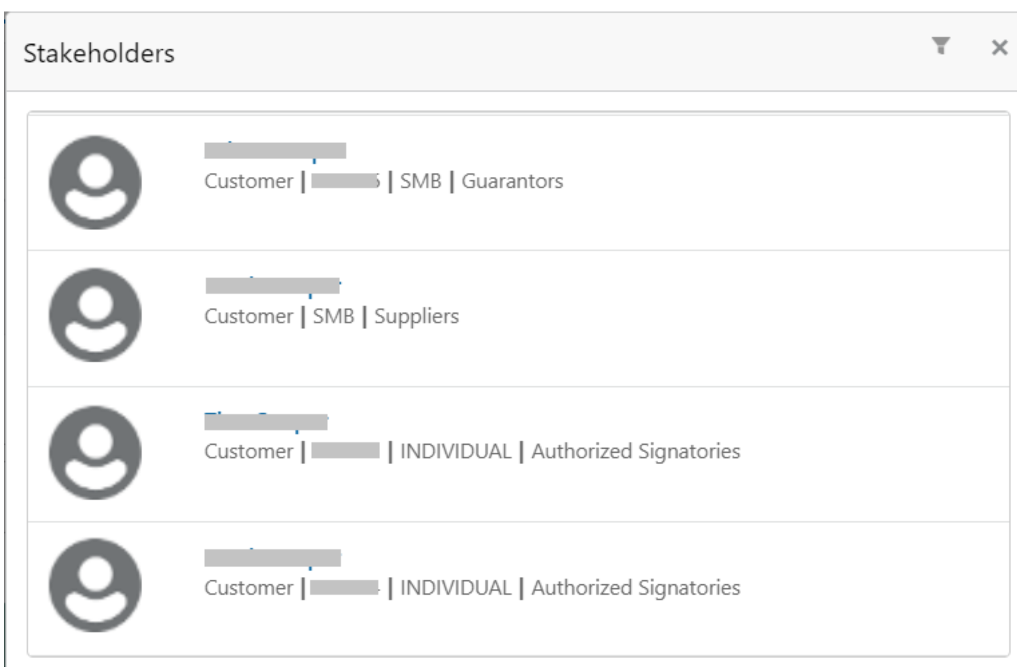
Tab	Description
Guarantors	Displays the details of the guarantors for the corporate.
Suppliers	Displays the details of the suppliers for the corporate.
Authorized Signatories	Displays the details of the authorized signatories for the corporate.

Table 3-2 (Cont.) Stakeholders - Descriptions

Tab	Description
Owners	Displays the owner details for the corporate.
Bankers	Displays the details of the bankers for the corporate.
Insurers	Displays the details of the insurers for the corporate.
Buyers	Displays the details of the buyers for the corporate.
Management Team	Displays the details of the management team for the corporate.
Sponsors	Displays the details of the sponsors for the corporate.
Auditors	Displays the details of the auditors for the corporate.
Debtors	Displays the details of the debtors for the corporate.
Creditors	Displays the details of the creditors for the corporate.
Advisors	Displays the details of the advisors for the corporate.

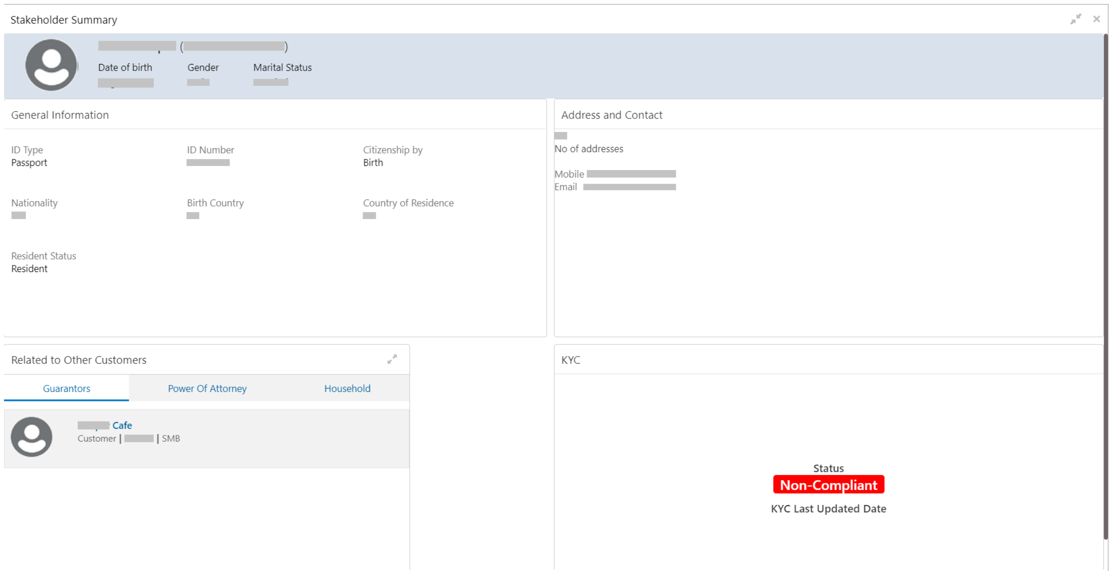
Click on the individual stakeholders to view the details of the stakeholders in the 360 view.

Figure 3-4 Stakeholder Expanded View



If the stakeholder is a non-customer, the system will launch the **Stakeholder Summary** screen to view non-customer stakeholder details.

Figure 3-5 Stakeholder Summary



Financial Profile

This widget displays the financial details like Revenue, Operating Income, and Net Income for the corporate.

Figure 3-6 Financial Profile

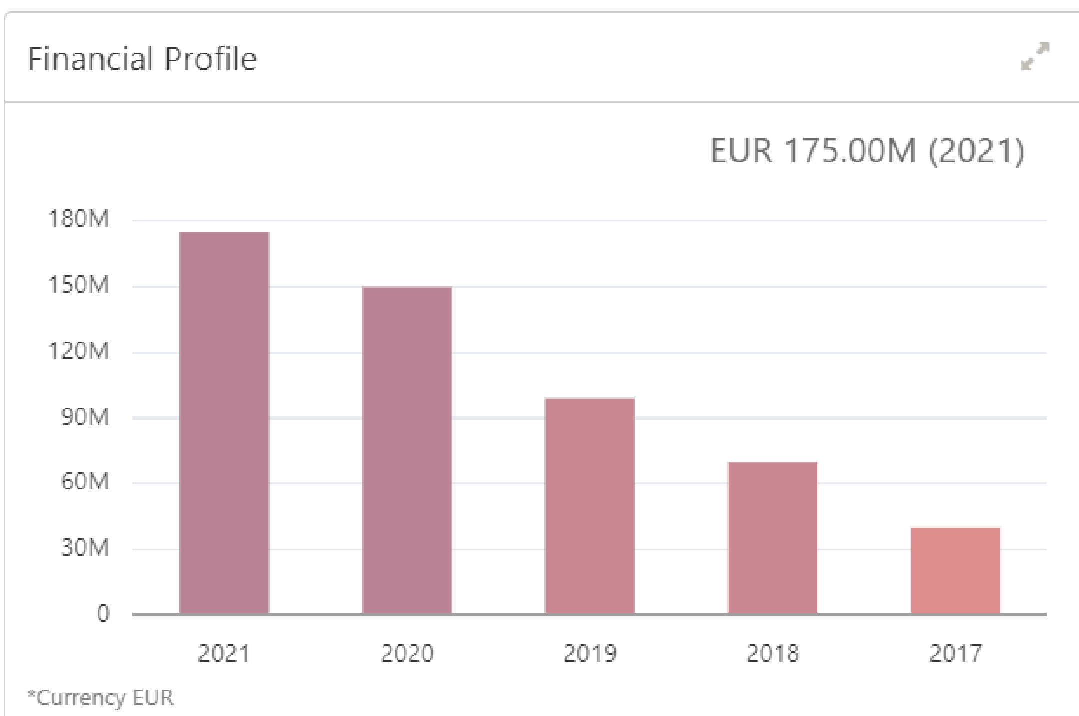
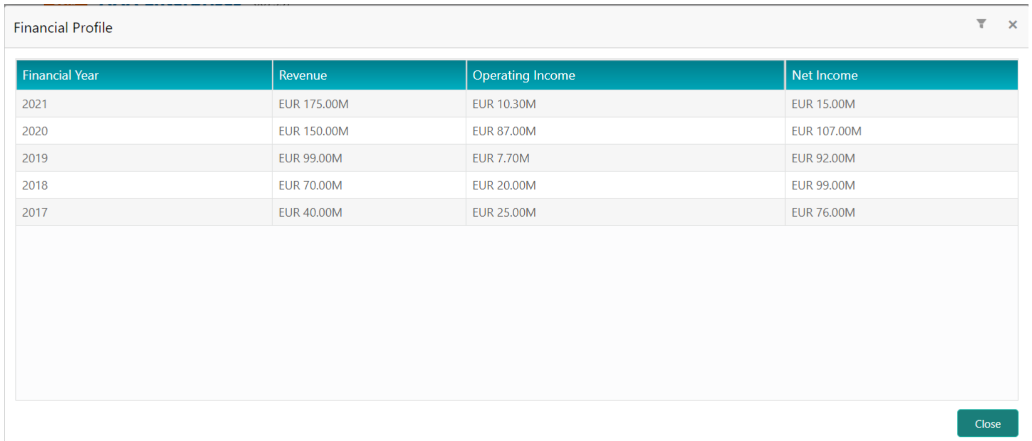


Figure 3-7 Financial Profile - Expanded View



Financial Year	Revenue	Operating Income	Net Income
2021	EUR 175.00M	EUR 10.30M	EUR 15.00M
2020	EUR 150.00M	EUR 87.00M	EUR 107.00M
2019	EUR 99.00M	EUR 7.70M	EUR 92.00M
2018	EUR 70.00M	EUR 20.00M	EUR 99.00M
2017	EUR 40.00M	EUR 25.00M	EUR 76.00M

For more information on the columns in the expanded view, refer to the Column Description table.

Table 3-3 Financial Profile - Column Description

Column	Description
Financial Year	Displays the financial year for which the details are displayed.
Revenue	Displays the revenue of the corporate in the financial year.
Operating Income	Displays the operating income of the corporate in the financial year.
Net Income	Displays the net income of the corporate in the financial year.

Industry Wise Presence

This widget displays the different industry sectors to which the corporate caters to.

Figure 3-8 Industry Wise Presence

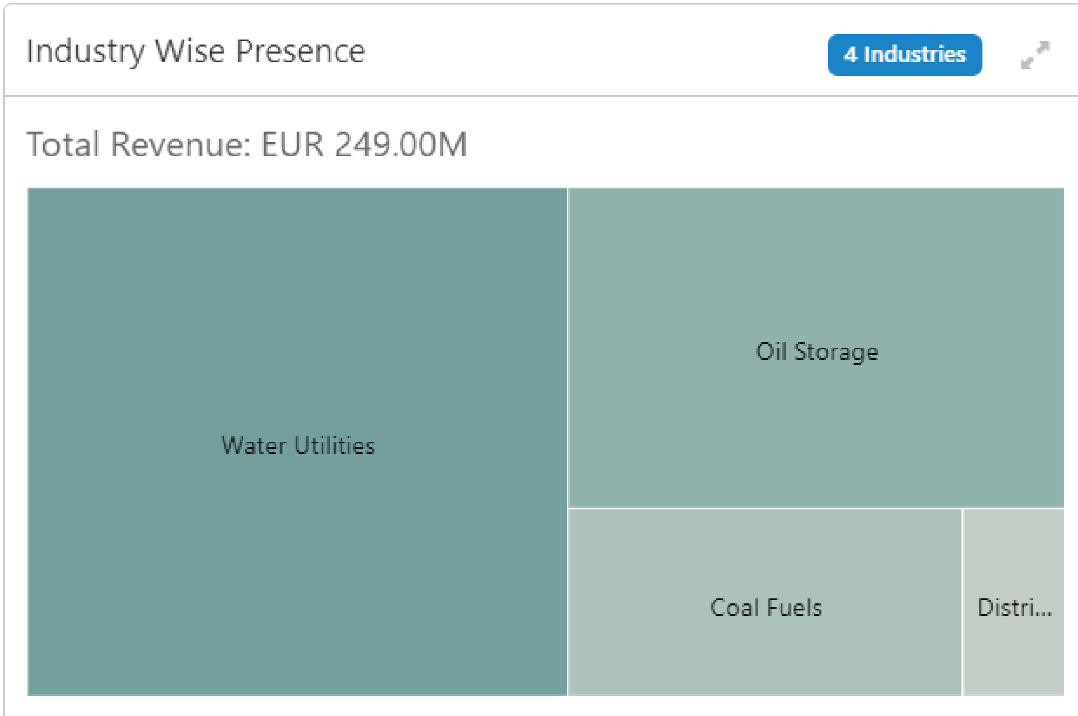
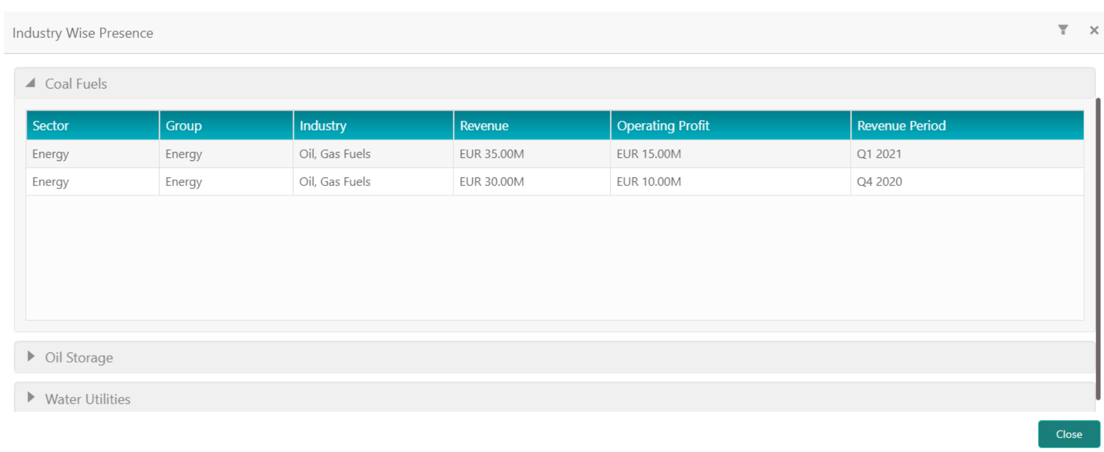


Figure 3-9 Industry Wise Presence - Expanded View



For more information on the columns in the expanded view, refer to the Column Description table:

Table 3-4 Industry Wise Presence - Column Description

Column	Description
Sector	Displays the industry sector in which the corporate is present.

Table 3-4 (Cont.) Industry Wise Presence - Column Description

Column	Description
Group	Displays the respective business group.
Industry	Displays the industry for which the details are displayed.
Revenue	Displays the revenue of the corporate in the respective industry.
Operating Profit	Displays the operating profit of the corporate in the respective industry.
Revenue Period	Displays the revenue period for which the revenue and operating profit are displayed.

Balance Sheet

This widget contains the information about the Corporate's Balance Sheet.

Figure 3-10 Balance Sheet

Country Wise Presence

This widget displays the information about the countries where Corporate has offices.

Figure 3-11 Country Wise Presence

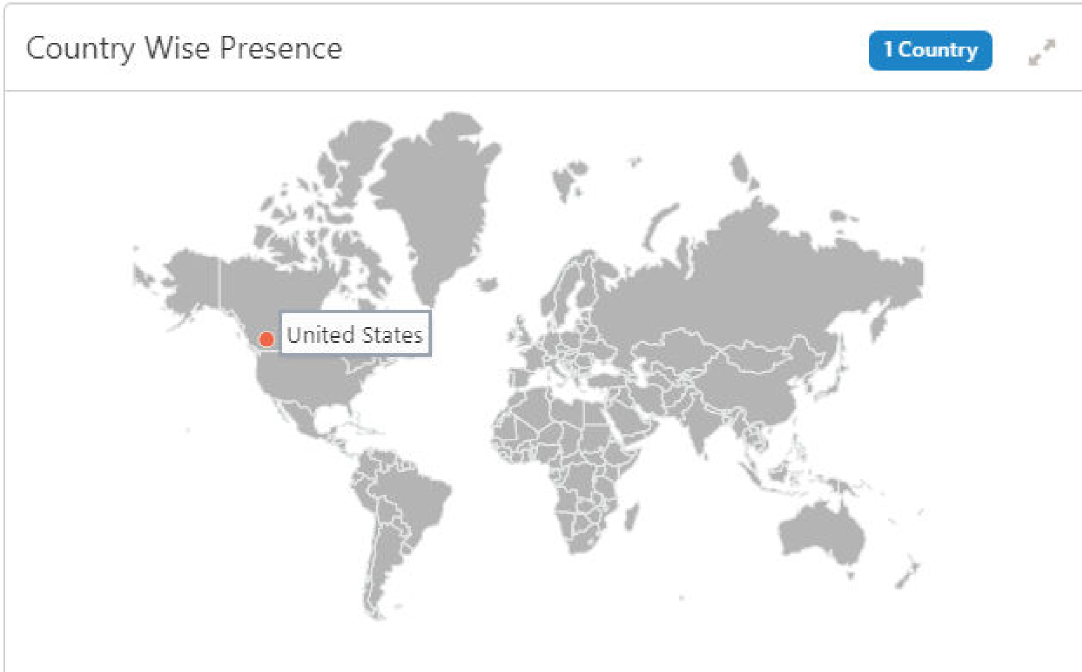
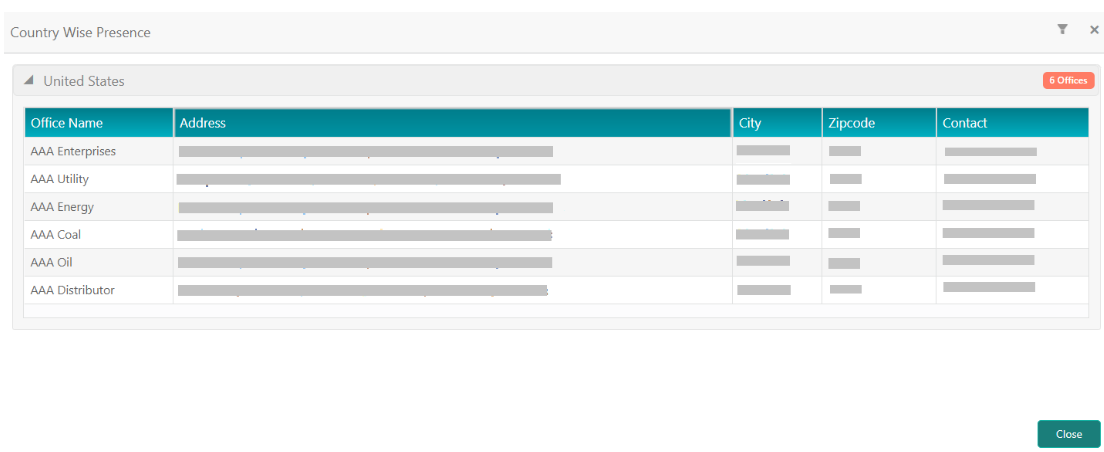


Figure 3-12 Country Wise Presence - Expanded View



For more information on the columns in the expanded view, refer to the Column Description table:

Table 3-5 Country Wise Presence - Column Description

Column	Description
Office Name	Displays the name of the corporate office.
Address	Displays the address where the corporate office is present.
City	Displays the city where the corporate office is present.

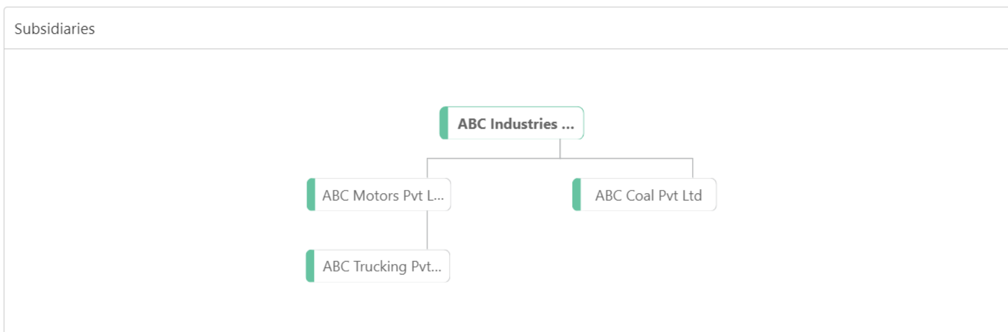
Table 3-5 (Cont.) Country Wise Presence - Column Description

Column	Description
Zip Code	Displays the zip code of the address.
Contact	Displays the contact number of the corporate office.

Subsidiaries

This widget contains the information about the corporate hierarchy and the subsidiary companies.

Figure 3-13 Subsidiaries



Rating

This widget contains the credit rating of the corporate provided by external credit rating agencies or internal ratings provided by the bank.

Figure 3-14 Credit Rating

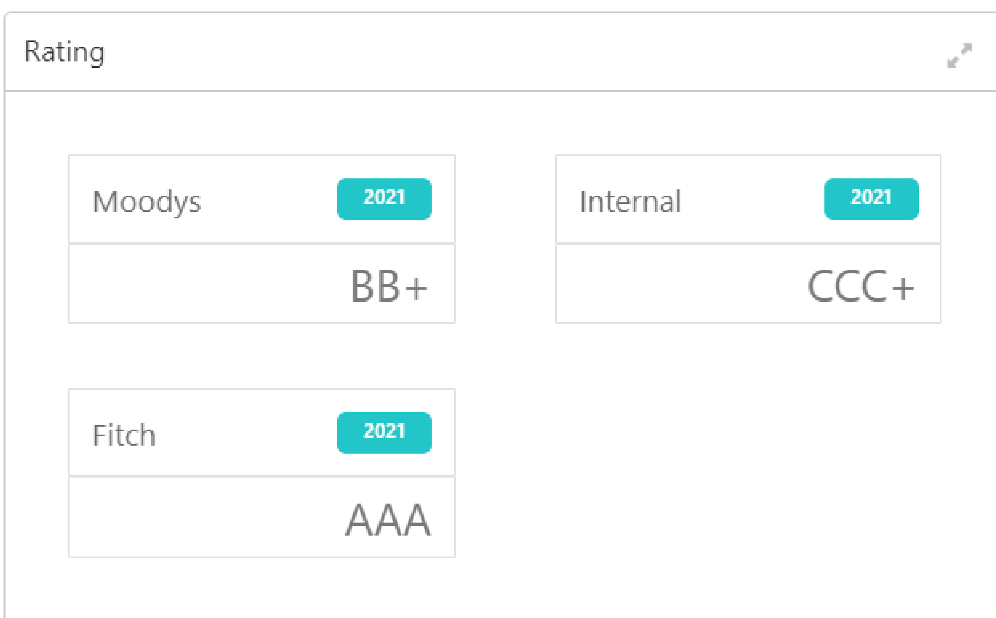
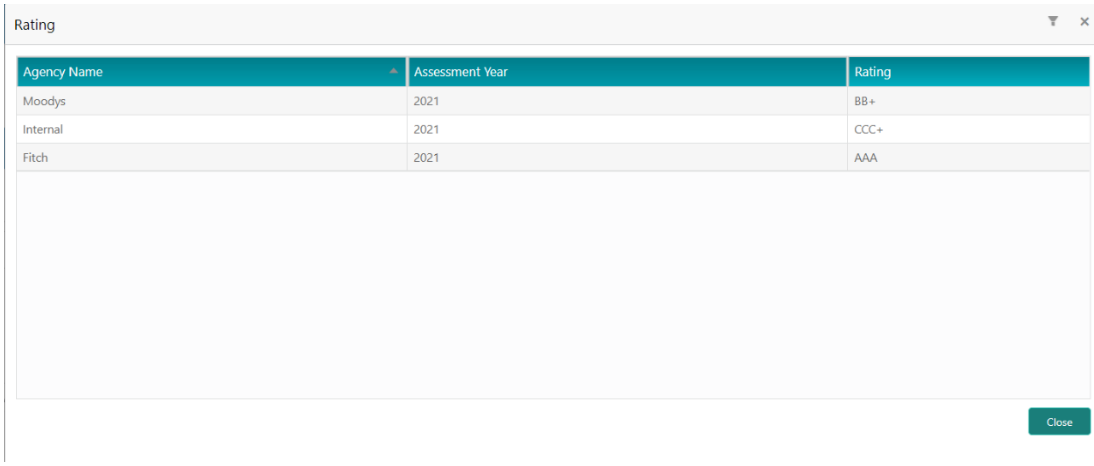


Figure 3-15 Credit Rating - Expanded View



For more information on the columns in the expanded view, refer to the Column Description table:

Table 3-6 Credit Ratings - Column Description

Column	Description
Agency Name	Displays the external agency name which provides the credit rating of the corporate.
Assessment Year	Displays the year of assessment.
Rating	Displays the credit rating of the corporate for the assessment year.

4
Portfolio

This topic describes the information on the product portfolio held by the Corporate with the Bank.

The following figure shows the **Portfolio** section.

Figure 4-1   Portfolio

The portfolio section contains the following product details:

- Facilities
- Loans
- Trade
- Supply Chain Finance (SCF)
- Liquidity Management (LM)
- Virtual Account Management (VAM)
- Cash Management (CM)

> **Note:**
>
> The widgets corresponding to the products subscribed by the corporate will only be displayed in the portfolio section.

Click on the respective product button on the top left of the portfolio to navigate to the widget corresponding to that product.

Click the  icon present at the right bottom corner of the portfolio widget to navigate to the selected product 360 view.

The examples of the product 360 view are shown in the following figures.

Figure 4-2 Facilities

Figure 4-3 Loans

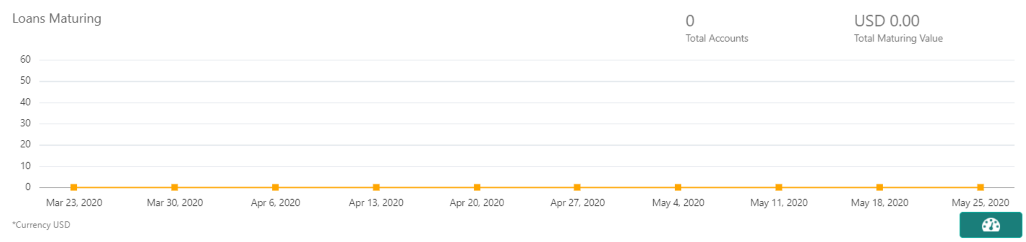


Figure 4-4 Trade

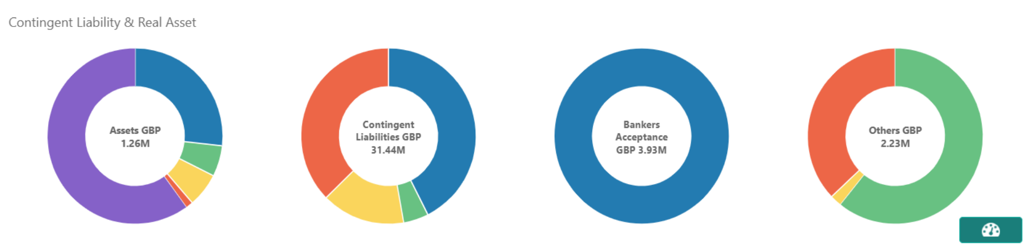


Figure 4-5 Supply Chain Finance (SCF)

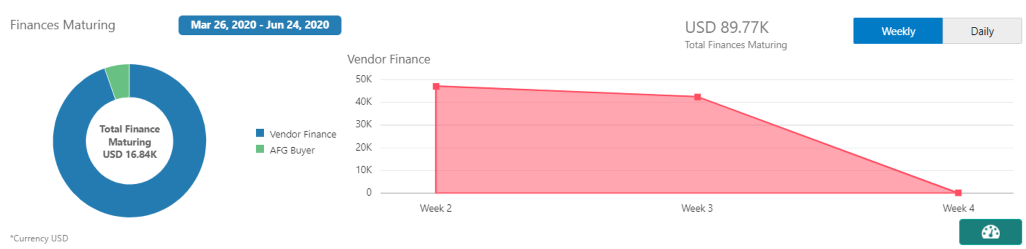


Figure 4-6 Liquidity Management

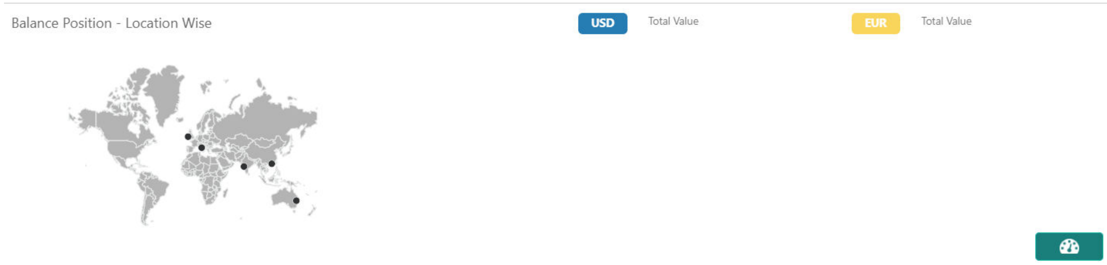


Figure 4-7 Virtual Account Management (VAM)

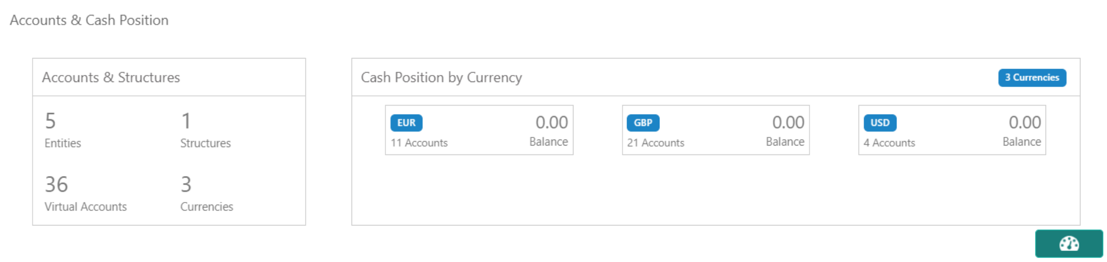
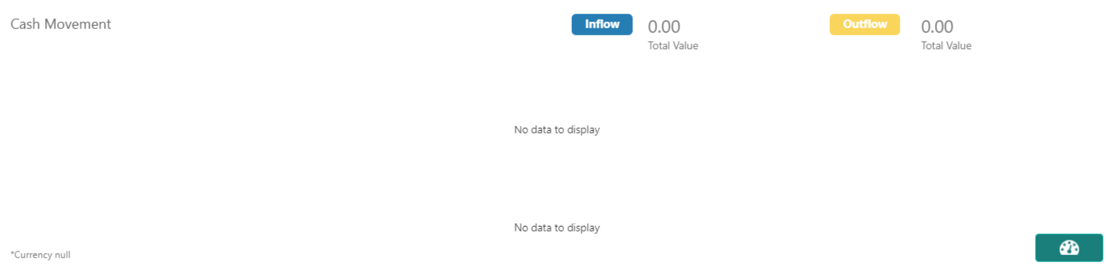


Figure 4-8 Cash Management (CM)



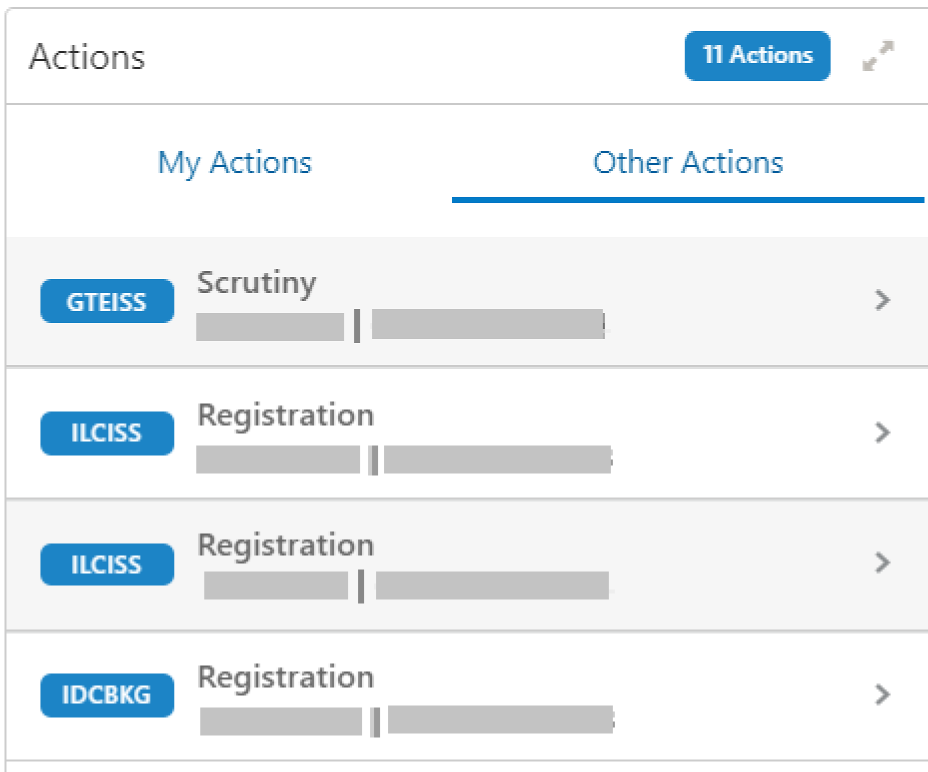
5

Actions

This topic describes the information on the pending actions related to the client.

Actions are displayed corresponding to the product selected in **Portfolio** widget. By periodically monitoring this section, the RM can well prioritize their actions to be performed. By periodically monitoring this section, the RM can well prioritize their actions to be performed.

Figure 5-1 Actions

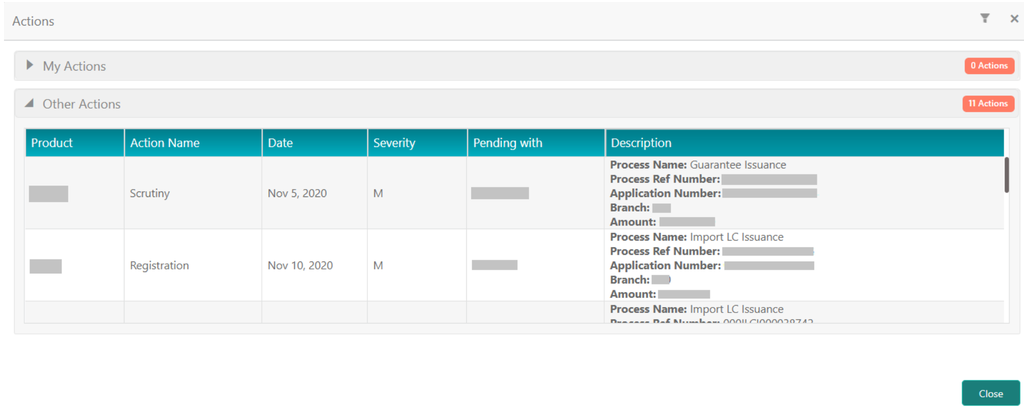


Actions are further grouped as:

Table 5-1 Actions - Tab Description

Tab	Description
My Actions	Displays the pending actions assigned to the logged-in relationship manager.
Other Actions	Displays the pending actions assigned to the users other than the logged-in relationship manager.

Figure 5-2 Actions - Expanded View



In the expanded view, the records can be filtered on the following parameters:

- **Severity**
- **Pending with** (the user to whom the actions are assigned)

For more information on the columns in the expanded view, refer to the Column Description table.

Table 5-2 Actions - Column Description

Column	Description
Product	Displays the product in which there are pending actions.
Action Name	Displays the name of the pending action.
Date	Displays the due date for the pending action.
Severity	Displays the severity of the pending action.
Pending with	Displays the user ID with whom the action is pending.
Description	Displays the details of the pending action.

6
Sales Opportunities

This topic describes the information on the sales opportunities (upsell/cross-sell) associated with the corporate customer.

This widget helps the RM to better understand the prospects of new business activities with the customer.

Figure 6-1 Sale Opportunities

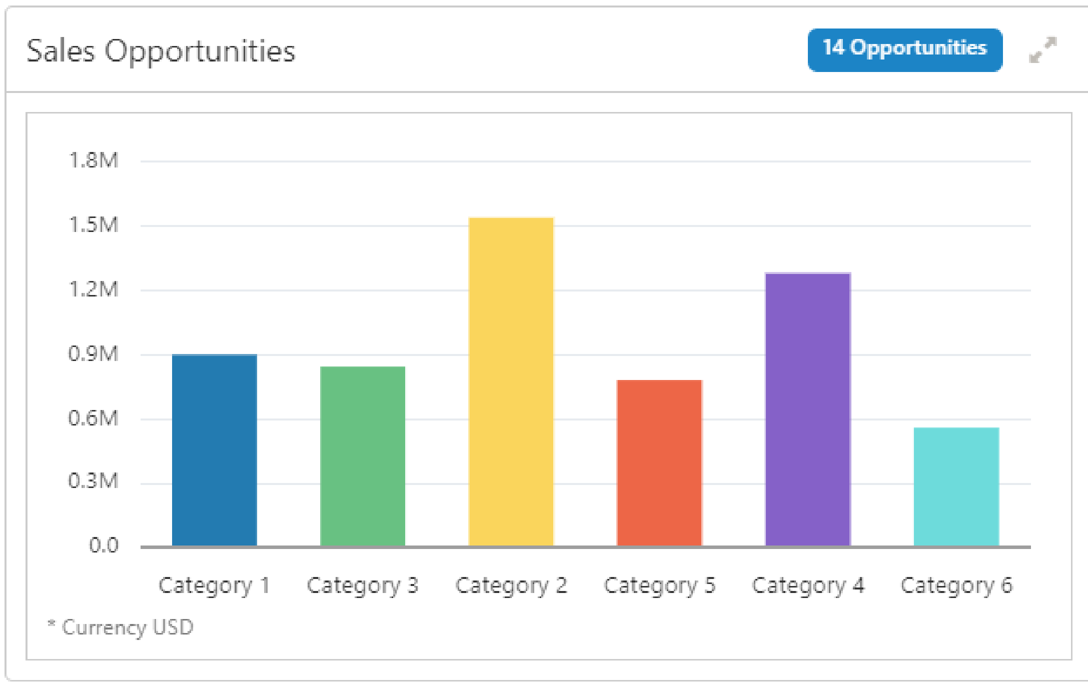
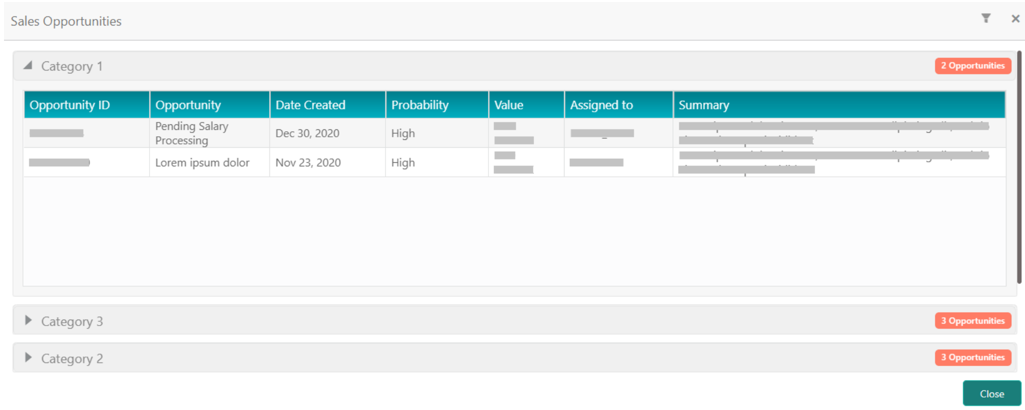


Figure 6-2 Sales Opportunities - Expanded View



In the expanded view, the records can be filtered based on the following parameters:

- **Product**
- **Date**
- **Value**
- **Probability**

For more information on the columns in the expanded view, refer to the Column Description table:

Table 6-1 Sales Opportunities - Column Description

Column	Description
Opportunity ID	Displays the ID of the sales opportunity.
Opportunity	Displays the description of the sales opportunity.
Date Created	Displays the date on which the sales opportunity is created.
Profitability	Displays the profitability of the sales opportunity.
Value	Displays the value of the sales opportunity.
Assigned to	Displays the user ID to which the sales opportunity is assigned.
Summary	Displays the summary of the sales opportunity.

7 Service Requests

This topic describes the information on the outstanding service requests raised by the customer.

By periodically monitoring this widget, the Relationship manager can do follow-ups and help address the issues faster.

Figure 7-1 Service Request

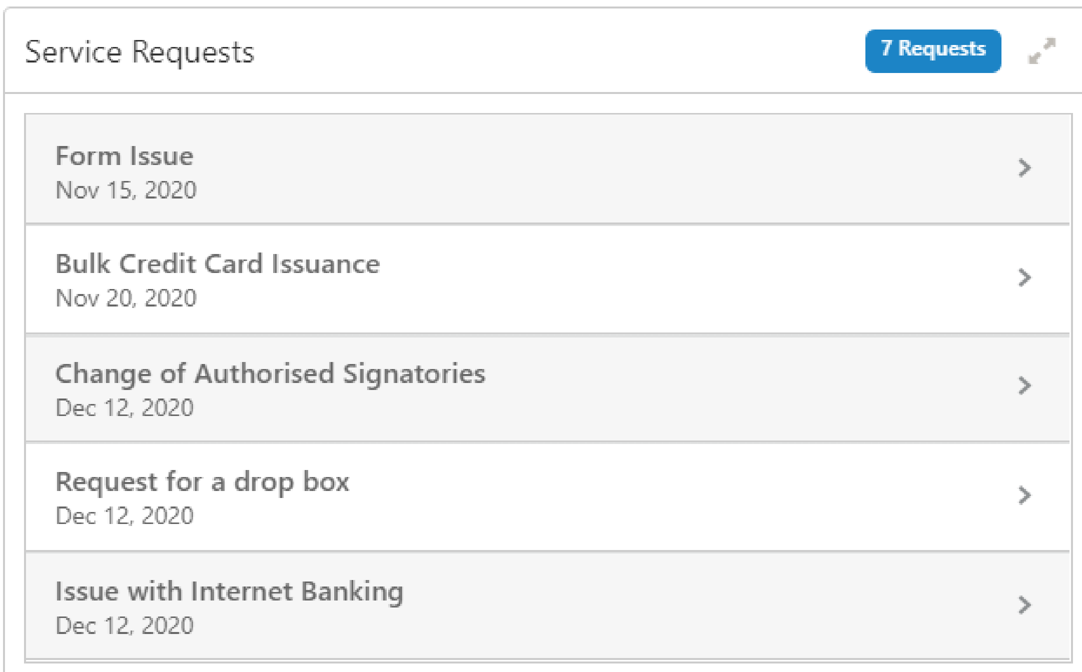
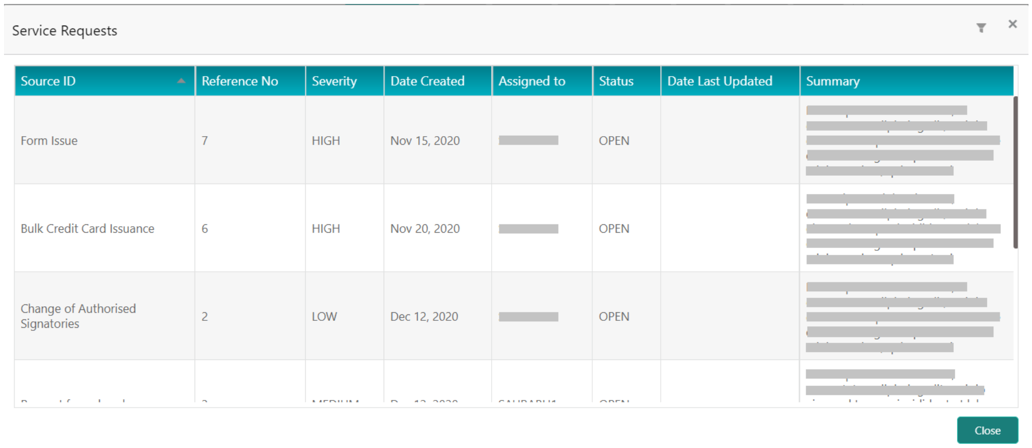


Figure 7-2   Service Request - Expanded View



In the expanded view, the records can be filtered on the following parameters:

- **Severity**
- **Date**
- **Assigned to**
- **Status**

For more information on the columns in the expanded view, refer to the Column Description table:

Table 7-1   Service Requests - Column Description

Column	Description
Source ID	Displays the source ID of the service request.
Reference No	Displays the reference number of the service request.
Severity	Displays the severity of the service request.
Date Created	Displays the date on which the service request is created.
Assigned to	Displays the user ID to which the service request is assigned.
Status	Displays the status of the service request.
Date Last Updated	Displays the date on which the service request was last updated.
Summary	Displays the summary of the service request.

8
My Diary

This topic describes the information to track the to-do list for a relationship manager.

The relationship managers can add entries or the tasks that they need to perform in near future. The relationship manager can also assign priorities to the tasks, set a due date, and status for the task in this widget.

Figure 8-1 My Dairy

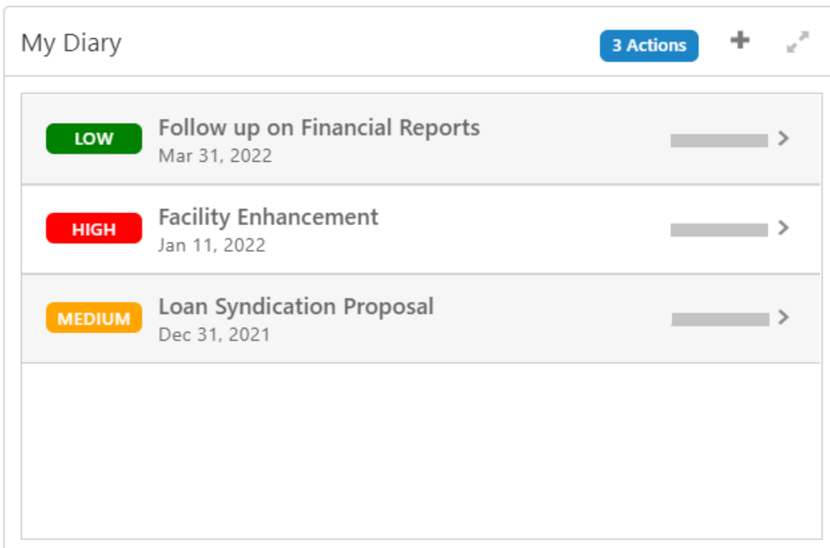
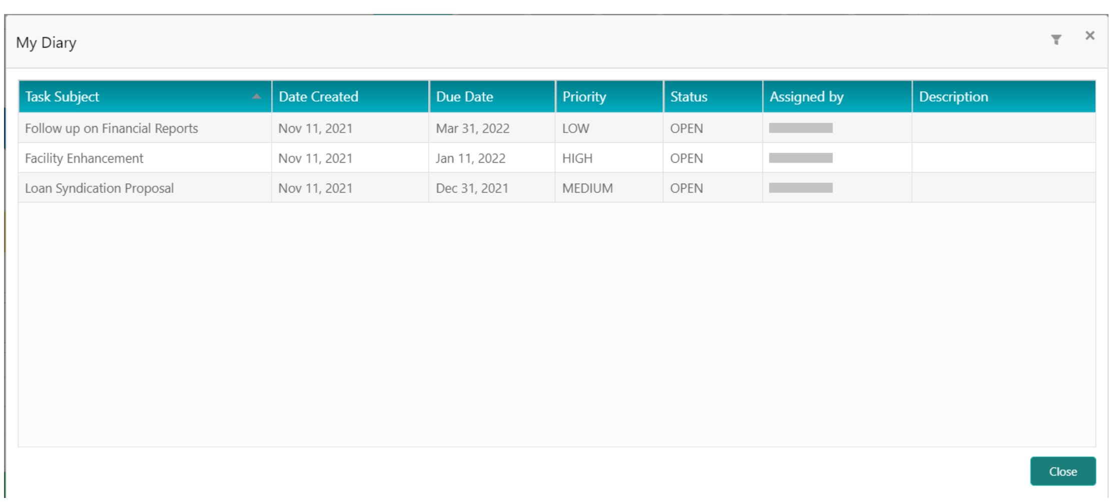


Figure 8-2 My Diary - Expanded View



In the expanded view, the records can be filtered on the following parameters:

- **Priority**
- **Due Date**
- **Status**

For more information on the columns in the expanded view, refer to the Column Description table:

Table 8-1 My Diary - Column Description

Column	Description
Task Subject	Displays the subject of the task to be completed.
Date Created	Displays the date on which the task is created.
Due Date	Displays the due date for the task to be completed.
Priority	Displays the priority of the task to be completed.
Status	Displays the status of the task to be completed.
Assigned by	Displays the ID of the user who assigned the task.
Description	Displays the description of the task.

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