

**Corporate 360 User Guide**

# **Oracle FLEXCUBE Onboarding**

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## Corporate 360 User Guide

Oracle Financial Services Software Limited  
Oracle Park  
Off Western Express Highway  
Goregaon (East)  
Mumbai, Maharashtra 400 063  
India

Worldwide Inquiries:

Phone: +91 22 6718 3000

Fax: +91 22 6718 3001

<https://www.oracle.com/industries/financial-services/index.html>

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# 1 Preface

## 1.1 Introduction

This guide provides detailed information about the Corporate 360 feature.

## 1.2 Audience

This guide is intended for the Relationship Managers in Corporate division of the bank.

## 1.3 Document Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

## 1.4 List of Topics

This guide is organized into following topics:

**Table 1: List of Topics**

Topic	Description
Corporate 360	This topic provides an overview of the Corporate 360 feature and covers the actions that can be performed in Corporate 360.
List Of Menus	This topic displays the list of main screens in the document along with its reference.





## 1.5 Related Documents

1. Getting Started User Guide

## 1.6 Symbols and Icons

The following symbols/icons are used in this guide:

**Table 2: Symbols and Icons**

Symbol	Function
→	Represents Results
	Filter the records in expanded view
	Minimize
	Maximize
	Close

## 2 Corporate 360

### 2.1 Overview

Corporate 360 is an essential feature, which is designed to simplify the work of Relationship Managers (RM) in the bank and save a significant amount of time. The customer-specific information displayed in Corporate 360 enables the RM 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**

The following table describes the different sections in the **Customer Demographics** page.

**Table 3: Customer Demographic Sections**

Sections	Description
<b>Demographic Details</b>	Basic demographic information about the customer
<b>Stakeholders</b>	The key stakeholders for the business
<b>Financial Profile</b>	Financial details for the business
<b>Industry wise presence</b>	Different industry sectors that the business caters to
<b>Balance Sheet</b>	Balance sheet details for the business
<b>Country Wise Presence</b>	List of countries where the business is operational
<b>Subsidiaries</b>	A view of the corporate's business hierarchy
<b>Rating</b>	Credit ratings for Corporate provided by rating agencies/internal rating provided by the Bank

- **Portfolio** across all the products subscribed by the customer
- **Actions** of pending activities

- **Sales Opportunity** 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

## 2.2 Get Started

Corporate 360 enables the RM to have a consolidate 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 details displayed in Corporate 360 are described in the following sub-sections:

- [2.2.1 Customer Demographic](#)
- [2.2.2 Portfolio](#)
- [2.2.3 Actions](#)
- [2.2.4 Sales Opportunities](#)
- [2.2.5 Service Requests](#)
- [2.2.6 My Diary](#)

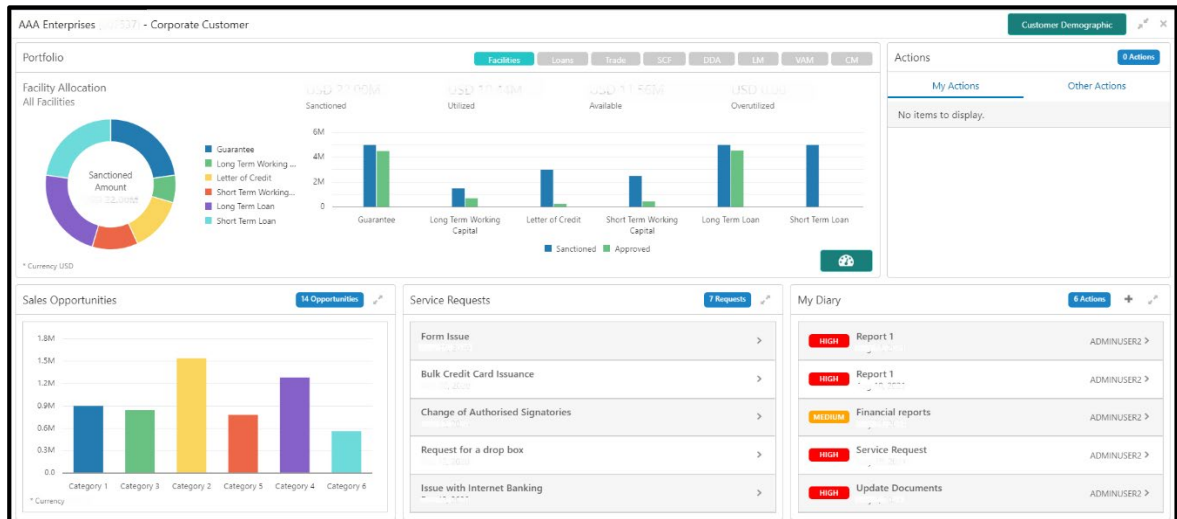
To view the customer details, perform the following steps:

1. Login to the application.  
→ The system displays the **Home** page.
2. From the **Home** page, click **Party Services**. Under **Party Services**, click **Corporate – Search**.  
→ The system displays the **Customer Search** screen.


**Figure 1: Customer Search**

3. Select the required customer and click **View Customer 360**.  
→ The system displays the **Corporate 360** page.



**Figure 2: Corporate 360**

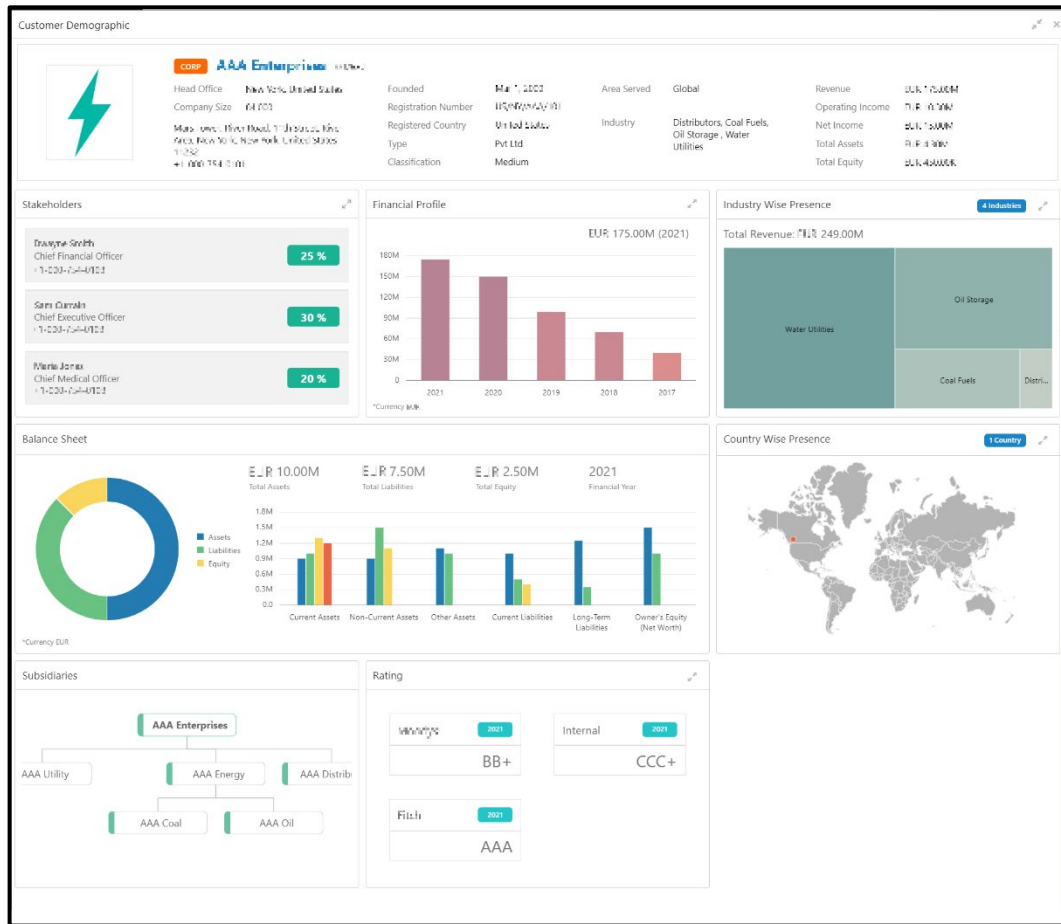
## 2.2.1 Customer Demographics

Customer Demographic information can be seen by clicking on the **Customer Demographic** button available on the top right Corner of the screen. This page consists of basic details about the Corporate's business. The following table describes the different sections in the **Corporate Demographic** page. You can click the  icon to view the details of information in each widget.

**Table 4: Corporate Demographic Sections**

Sections	Description
<b>Demographic Details</b>	<p>Contains the following basic details of the business:</p> <ul style="list-style-type: none"> <li>• Logo</li> <li>• Name</li> <li>• Address</li> <li>• Contact details</li> <li>• Registration details</li> <li>• Classification</li> <li>• Industry sector</li> <li>• Revenue</li> <li>• Operating income</li> <li>• Assets</li> <li>• Equity</li> </ul>
<b>Stakeholders</b>	The key stakeholders for the business – Management Team, Sponsors, Guarantors, Suppliers, Bankers, Insurers
<b>Financial Profile</b>	Financial profile of the customer that includes balance sheet details, revenue, operating profit, net profit, return on investment, return on equity, return on asset
<b>Industry wise presence</b>	Different industry sectors to which the Corporate caters to

Sections	Description
<b>Balance Sheet</b>	Balance sheet details for the Corporate – Asset, Liability, Owner's Equity
<b>Country Wise Presence</b>	List of countries where the business is operational
<b>Subsidiaries</b>	A view of the corporate's business hierarchy including all the subsidiary companies
<b>Rating</b>	Credit rating for the Corporate provided by external rating agencies/internal rating provided by the bank

**Figure 2: Customer Demographic Screen**

### 2.2.1.1 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: Basic Details

	<b>corp AAA Enterprises</b> 007557	Founded	Year '1, 2000	Area Served	Global	Revenue	EUR 175,000M
	Head Office: New York, New York, United States	Registration Number	US/PA/AAA/101	Industry	Distributors, Coal Fuels, Oil Storage, Water Utilities	Operating Income	EUR 10,000M
	Company Size: 100-110	Registered Country	United States			Net Income	EUR 1,000M
	Main Office: River Road, 11th Street, River Area, New York, New York, United States 11111 Tel: +1-400-755-1234	Type	Pvt Ltd			Total Assets	EUR 1,000M
		Classification	Medium			Total Equity	EUR 450,000M

### 2.2.1.2 Stakeholder Information

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

Figure 4: Stakeholders

Stakeholders	
<b>Wayne Smith</b> Chief Financial Officer - 1 300 755 1234	25 %
<b>Sam Curran</b> Chief Executive Officer - 1 300 755 1234	30 %
<b>Maria Jones</b> Chief Medical Officer - 1 300 755 1234	20 %

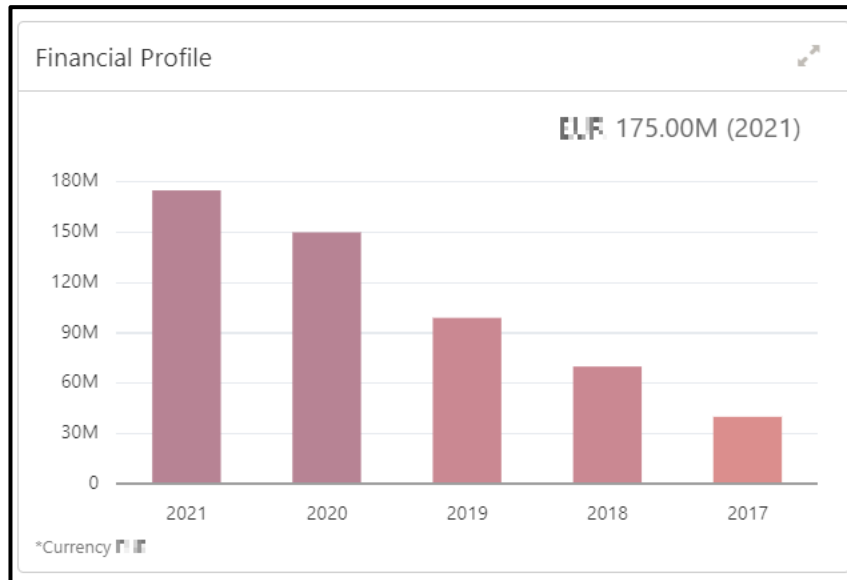
Figure 5: Stakeholders – Expanded View

Stakeholders				
Name	Position	Percentage	Email ID	Address
Wayne Smith	Chief Financial Officer	25 %	Wayne.Smith@aaa.com	New House, River Road, 11th Street, River Area, Near Riverside, New York, New York, United States 11111
Sam Curran	Chief Executive Officer	30 %	Sam.Curran@aaa.com	Sam House, Bentley Road, 5th Street, Augustin, Near Riverside, New York, New York, United States 11212
Maria Jones	Chief Medical Officer	20 %	Maria.Jones@aaa.com	Jones House, Bentley Road, 9th Street, Augustin Area, Near Starbucks, New York, New York, United States 11213
James Huddy	Chief Information Officer	15 %	James.Huddy@aaa.com	Ricky House, River Road, 11th Street, River Area, Sunset Park, New York, New York, United States 11214

### 2.2.1.3 Financial Profile

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

**Figure 6: Financial Profile**



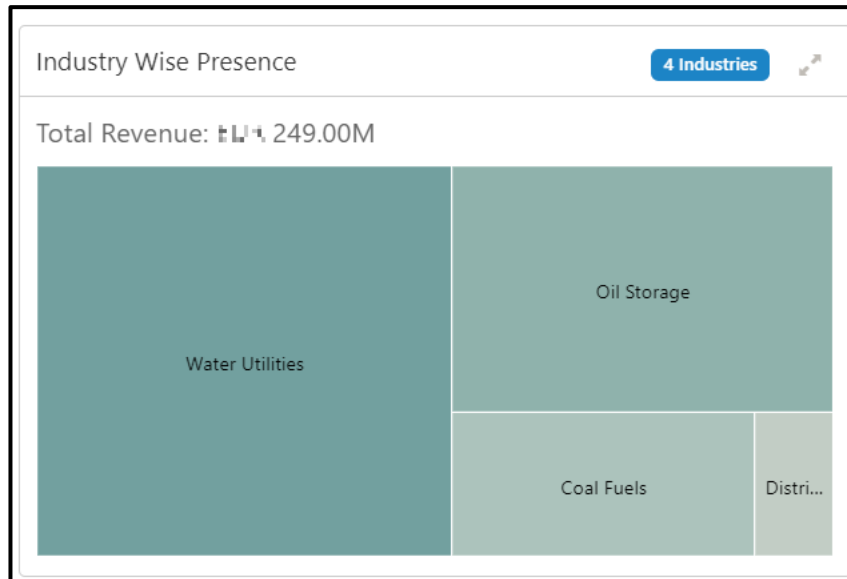
**Figure 7: Financial Profile – Expanded View**

Financial Profile			
Financial Year	Revenue	Operating Income	Net Income
2021	EUR 175.00M	EUR 10.00M	EUR 12.00M
2020	EUR 150.00M	EUR 8.00M	EUR 10.00M
2019	EUR 100.00M	EUR 7.00M	EUR 9.00M
2018	EUR 70.00M	EUR 2.00M	EUR 5.00M
2017	EUR 40.00M	EUR 1.00M	EUR 4.00M

### 2.2.1.4 Industry Wise Presence

This widget displays the different industry sectors to which the Corporate Caters to.

**Figure 8: Industry Wise Presence**



**Figure 9: Industry Wise Presence – Expanded View**

Industry Wise Presence

Coal Fuels

Sector	Group	Industry	Revenue	Operating Profit	Revenue Period
Energy	Energy	Oil, Gas Fuels	EUR 15.00M	EUR 15.00M	Q1 2021
Energy	Energy	Oil, Gas Fuels	EUR 30.00M	EUR 10.00M	Q4 2020

Oil Storage

Water Utilities

Close

### 2.2.1.5 Balance Sheet

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

**Figure 10: Balance Sheet**



### 2.2.1.6 Country Wise Presence

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

**Figure 11: Country Wise Presence**





**Figure 12: Country Wise Presence – Expanded View**

Country Wise Presence ⌵ ✕

United States 6 Offices

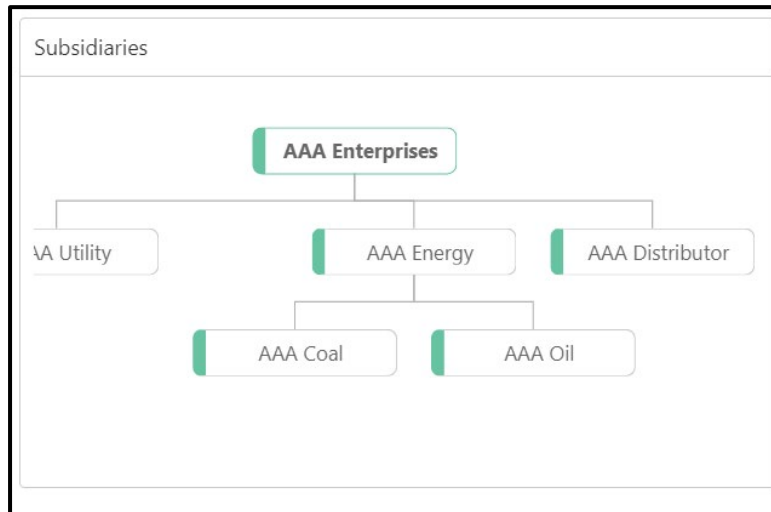
Office Name	Address	City	Zipcode	Contact
AAA Enterprises	World Tower, River Road, 10th Street, River View, Sunset Park, New York	New York	11220	<a href="#">+1 630 754 0100</a>
AAA Utility	Utility House, River Road, 21st Street, River View, Sunset Park, New York	New York	11220	<a href="#">+1 630 754 0100</a>
AAA Energy	World Tower, River Road, 10th Street, River View, Sunset Park, New York	New York	11220	<a href="#">+1 630 754 0100</a>
AAA Coal	World House, River Road, 21st Street, River View, Sunset Park, New York	New York	11220	<a href="#">+1 630 754 0100</a>
AAA Oil	World Tower, River Road, 10th Street, River View, Sunset Park, New York	New York	11220	<a href="#">+1 630 754 0100</a>
AAA Distributor	World House, River Road, 21st Street, River View, Sunset Park, New York	New York	11220	<a href="#">+1 630 754 0100</a>

Close

### 2.2.1.7 Subsidiaries

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

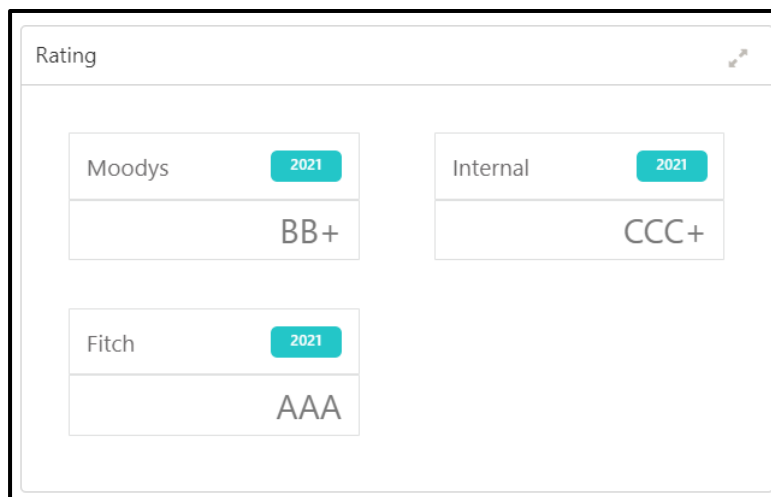
**Figure 13: Subsidiaries**



### 2.2.1.8 Rating

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

**Figure 14: Credit Ratings**



**Figure 15: Credit Ratings – Expanded View**

Agency Name	Assessment Year	Rating
Moody's	2021	BB+
Internal	2021	CCC+
Fitch	2021	AAA

### 2.2.2 Portfolio

Portfolio section contains the details of the product portfolio held by the Corporate with the Bank. The portfolio section contains details of following products:

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

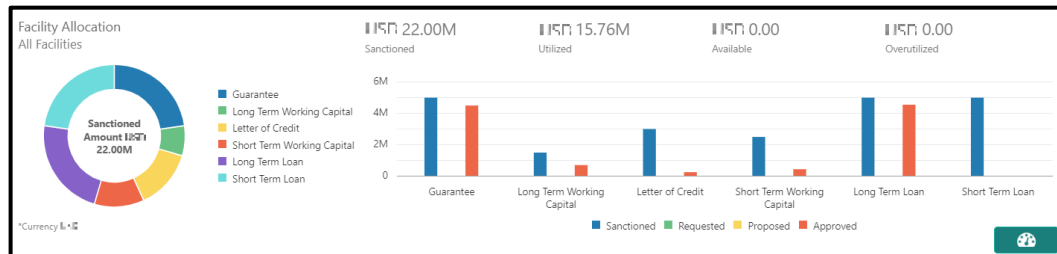
Widgets corresponding to the products subscribed by the Corporate will only be displayed in Portfolio section.

### Figure 16: Portfolio Section

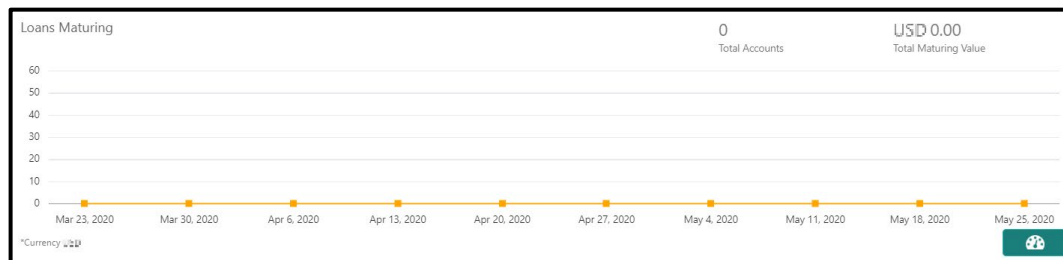


Click on the respective product button on the top left of the portfolio to navigate to the widget corresponding to that product. For more information, click on the speedometer icon present at the right bottom corner of the portfolio widget. This will navigate to the selected product 360 view.

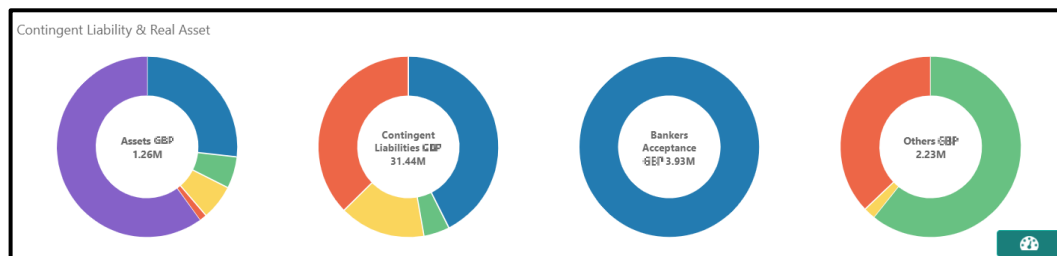
**Figure 17: Facilities**



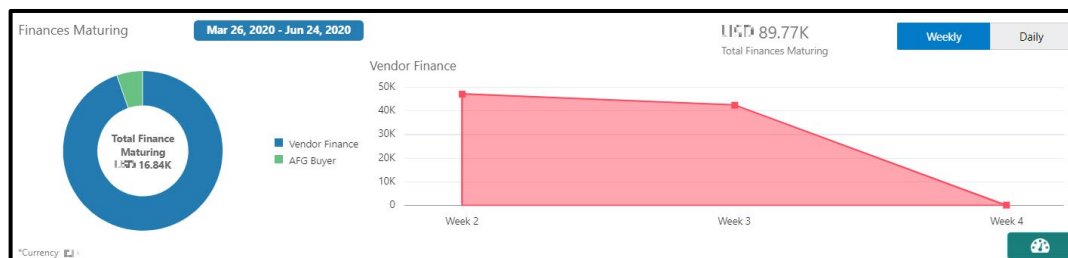
**Figure 18: Loans**

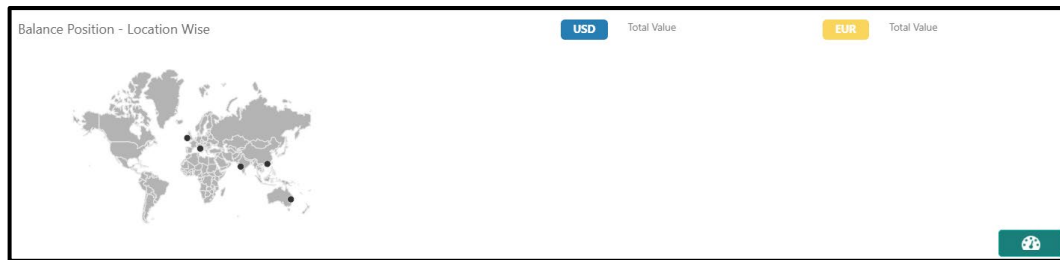
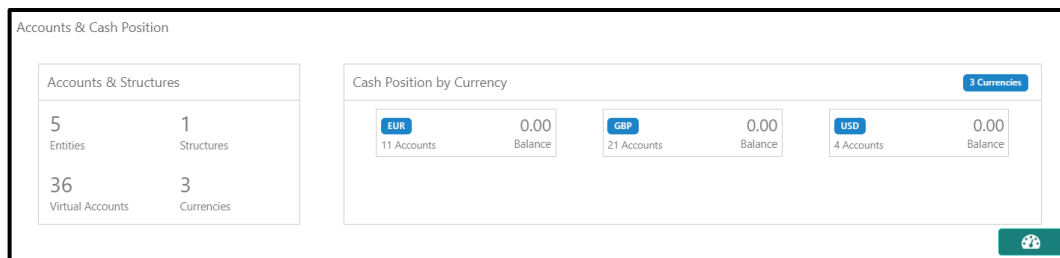
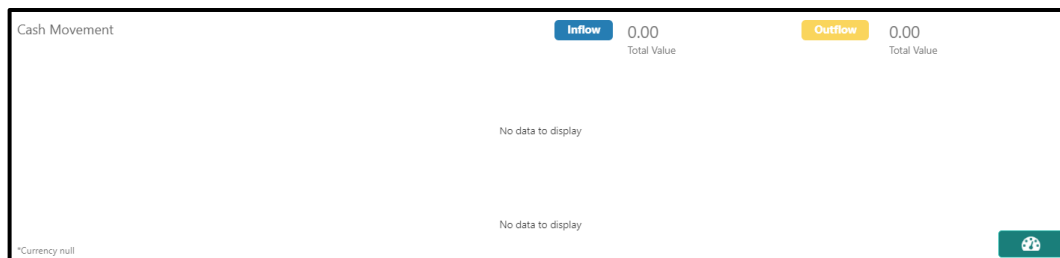


**Figure 19: Trade**



**Figure 20: Supply Chain Finance (SCF)**



**Figure 21: Liquidity Management (LM)****Figure 22: Virtual Account Management (VAM)****Figure 23: Cash Management (CM)**

## 2.2.3 Actions

Actions widget contains the information about the pending action 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.

Actions are further groups as:

- My Actions – the pending actions assigned to the logged-in relationship manager
- Other Actions – the pending actions assigned users other than the logged-in relationship manager

Figure 24: Actions

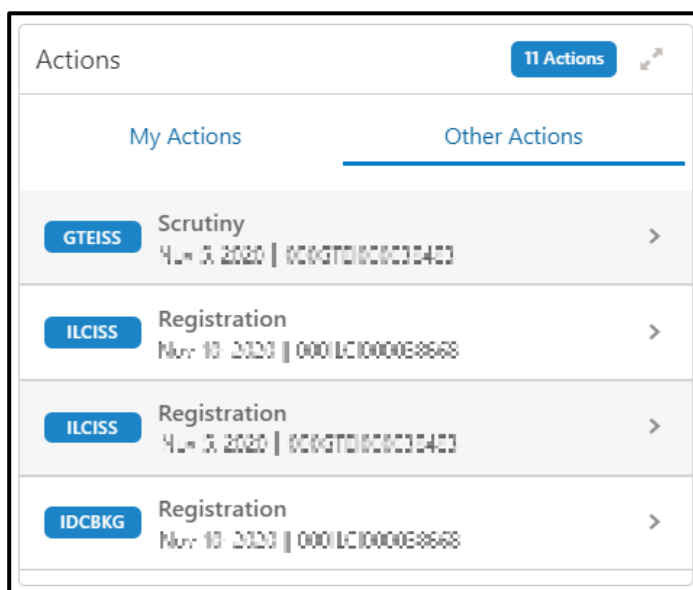
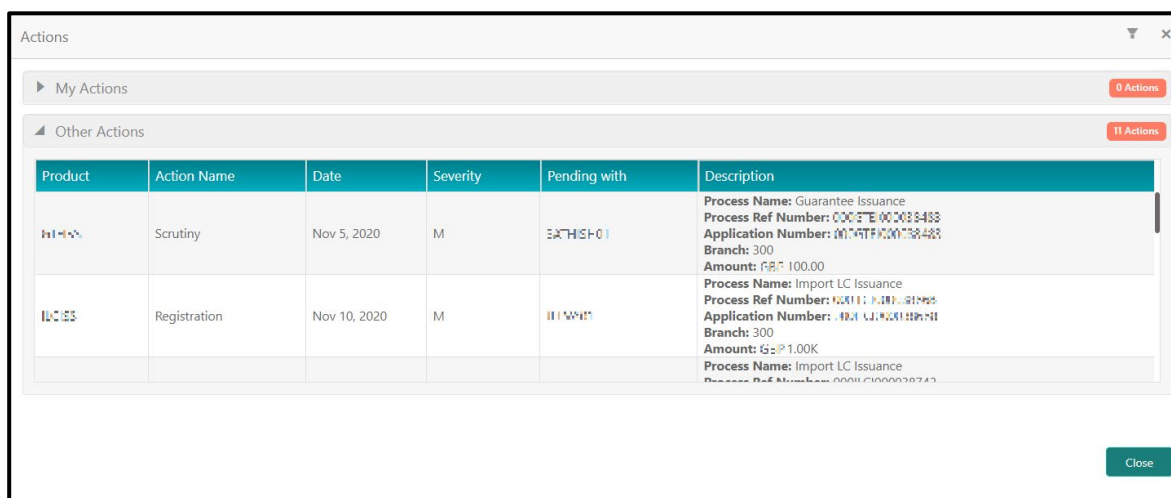


Figure 25: Actions - Expanded View



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

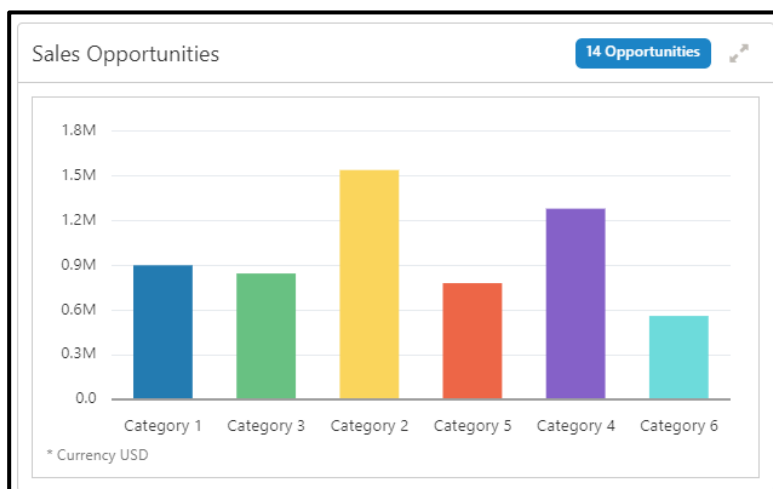
- Severity
- Pending with (the user to whom the actions are assigned)

You can click on the  icon to filter the records in expanded view.

## 2.2.4 Sales Opportunities

In this widget, the sales opportunities (upsell/cross sell) associated with the corporate customer are displayed. It helps the RM to better understand the prospects of new business activities with the customer.

**Figure 26: Sales Opportunities**



**Figure 27: Sales Opportunities - expanded view**

Opportunity ID	Opportunity	Date Created	Probability	Value	Assigned to	Summary
03E908028	Pending Salary Processing	Dec 30, 2020	High	USD 100,000K	1111111111	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt
156194121 01	Lorem ipsum dolor	Nov 23, 2020	High	USD 250,000K	5600000011	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt

Category 1: 2 Opportunities

Category 3: 3 Opportunities

Category 2: 3 Opportunities

Close

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

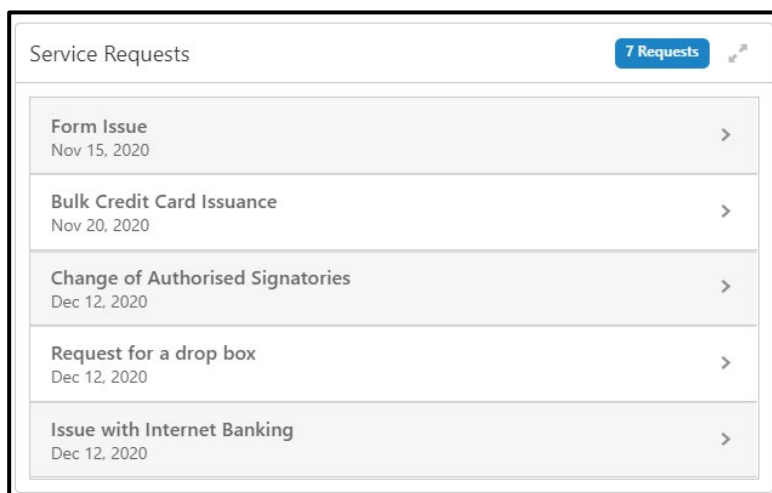
- Product
- Date
- Value
- Probability

You can click on the  icon to filter the records in expanded view.

## 2.2.5 Service Requests

This widget contains 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.

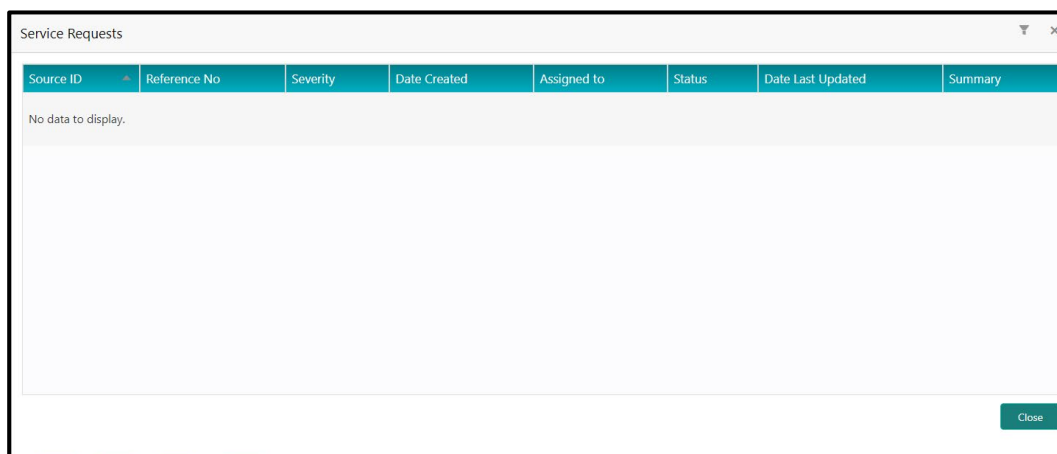
**Figure 28: Service Requests**



Service Requests 7 Requests

Form Issue Nov 15, 2020	>
Bulk Credit Card Issuance Nov 20, 2020	>
Change of Authorised Signatories Dec 12, 2020	>
Request for a drop box Dec 12, 2020	>
Issue with Internet Banking Dec 12, 2020	>

**Figure 29: Service Requests – Expanded View**



Source ID	Reference No	Severity	Date Created	Assigned to	Status	Date Last Updated	Summary
No data to display.							

Close

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

- Severity
- Date
- Assigned to
- Status

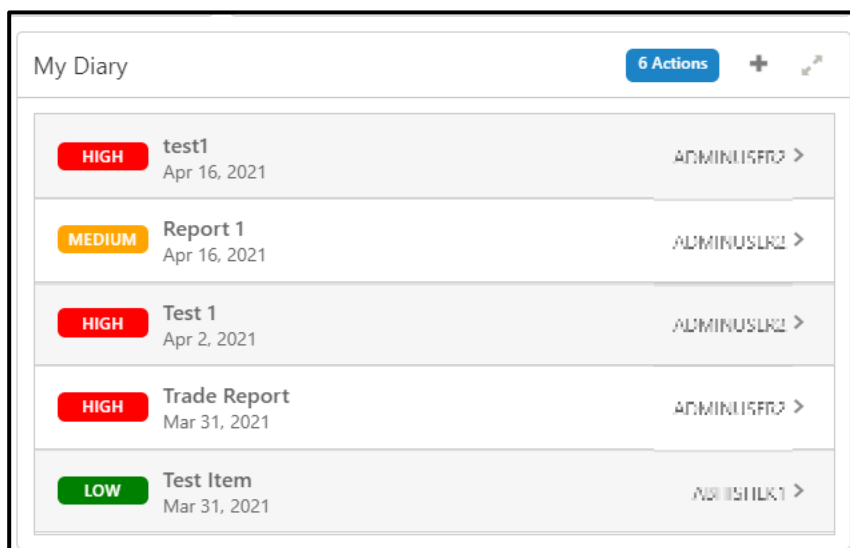
You can click on the  icon to filter the records in expanded view.



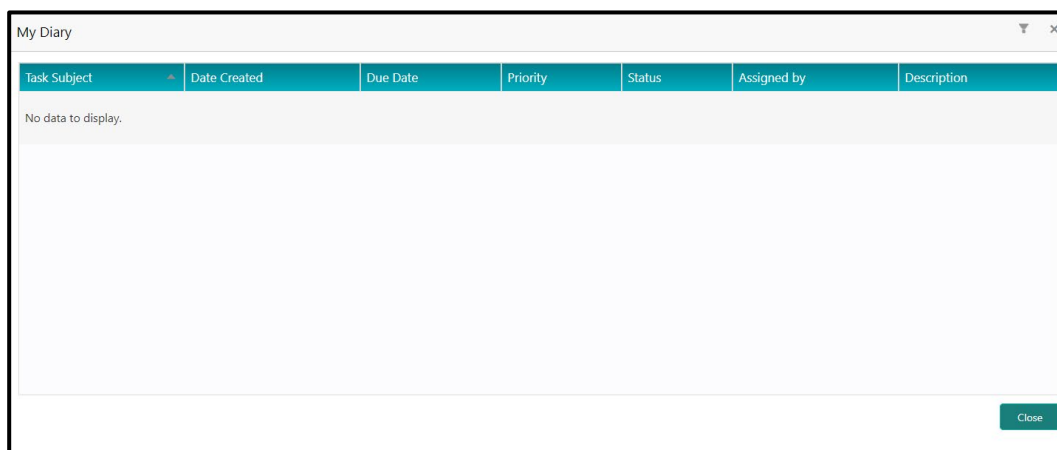
## 2.2.6 My Diary

This widget is meant to track the to-do list for a relationship manager. Relationship manager can add entries to My Diary or the tasks that he/she needs to perform in near future. Using this widget, the relationship manager can assign priorities to the tasks, set a due date and status for the task.

**Figure 30: My Diary**



**Figure 31: My Diary – Expanded View**



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

- Priority
- Due Date
- Status

You can click on the  icon to filter the records in expanded view.

### 3 List Of Menus

1. Actions – [Actions](#) (pg. 18)
2. Customer Demographics – [Customer Demographics](#) (pg. 7)
3. My Diary – [My Diary](#) (pg. 22)
4. Portfolio – [Portfolio](#) (pg. 16)
5. Sales Opportunities – [Sales Opportunities](#) (pg. 20)
6. Service Requests – [Service Requests](#) (pg. 21)