PCS FAQ

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# PCS Overview

## What is PCS?

Process Cloud Service (PCS) is part of Oracle’s PaaS solution that allows creating process/workflow centric applications helping streamline the interaction with end users and systems of record.

## What is PCS in more detail?

Process Cloud Service (PCS) provides a full lifecycle experience to model, implement and deploy business process and workflow centric applications that interact with people and systems/applications on Oracle Public Cloud. All PCS components are provisioned and maintained by Oracle and offered as a service. PCS Composer offers citizen developers a full web user experience to model, implement and deploy any kind of business process. Additionally, it also offers PCS WorkSpace so that the end users can process tasks and process owners can track and trace the in-flight process activity and work.

# PCS Pricing

## How is PCS priced?

PCS is priced using a user-based metric (hosted named user).

## What are the different PCS hosted named metric options?

PCS has 3 different hosted named user metrics depending on the involvement and responsibilities of these users in connection with the implemented business processes. The three different types are:

|  |  |
| --- | --- |
| Hosted Named User Type | Capabilities |
| User | * Process Composition and Lifecycle Management using Process Composer * Process Application invocation * Productive Task Management using Process Workspace * Tracking, performing process changes, Business control features using Process Workspace * Real-time Dashboards and Operational Intelligence using Process Workspace * Process Notifications |
| Participant User | * Process Application invocation * Productive Task Management using Process Workspace * Tracking, performing process changes, Business control features using Process Workspace * Process Notifications |
| Invocation User | * Process Application invocation * Process Notifications |

## What are the different PCS Material Number or SKUs?

PCS three different user types come in 2 different versions: metered and non-metered. Material number or SKUs are lined up on the table below:

|  |  |  |
| --- | --- | --- |
| Hosted Named User Type | Metered Metric SKU | Non-Metered Metric SKU |
| User | # B84705 | # B81040 |
| Participant User | # B85314 | # B85287 |
| Invocation User | # B85315 | # B85288 |

The official pricing list can also be found via this link: [Oracle eSource Portal](http://esource.oraclecorp.com/portal/page/portal/ROOTFOLDER/PRICE/PRICING_ENGINE/CURR_PRICE_LIST/ORACLE%20PAAS%20AND%20IAAS%20PUBLIC%20CLOUD%20GLOBAL%20PRICE%20LIST.PDF)

## What is the difference between metered and un-metered material numbers?

The metric for both metered and non-metered licenses is hosted named user. Customers who have a defined use case are much better suited to non-metered subscription as the per user license cost is half of metered. Metered pricing works best where the customer is simply buying cloud credits for some undefined future use of products and is willing to pay the premium.

## Is there a minimum of users I need to buy per hosted name user type?

Yes. The able below outlines this by metered and non-metered metrics:

|  |  |  |
| --- | --- | --- |
| Hosted Named User Type | Metered Metric SKU | Non-Metered Metric SKU |
| User | 10 | 10 |
| Participant User | 10 | 10 |
| Invocation User | 100 | 100 |

These minimums are also reflected on the price list via Oracle eSource Portal.

## Do I have to buy the minimum of all 3 different material numbers?

No. The licensee can get any combination of the three different user types. For example, User and Participant User (and not Invocation User). The only requirement is that they comply with the minimum of the selected SKU (metered and non-metered).

## For Invocation Users, each invocation counts as one?

No. The same invocation user can make multiple calls. For example, submit a request to start a business process and then complete a follow up task transactions.

## If PCS needs to use other Cloud Services, how do these are licensed together?

Each will need to be licensed separately and per their specific pricing metrics. The final Bill of Materials will be the union of all needed Cloud Services.

## Do you have a handful of examples about how to bundle the different types?

While each customer may have very specific requirements, the following is a good sampling table based on project scale. Use this as a guideline to start sizing your PCS deals:

|  |  |  |  |
| --- | --- | --- | --- |
| Name | # Process Owner Users | # Participant Users | # Invocation Users |
| Pilot | 10 | 10 | 0 |
| Departmental | 20 | 50 | 0 |
| Enterprise | 50 | 200 | 600+ |

## What are the questions I should ask to estimate each user type?

|  |  |
| --- | --- |
| Hosted Named User Type | Capabilities |
| User | How many users will need to create and update the process models?  Example: Peter is in charge of modeling the process and collaborates with IT to implement the business process. Mary may be the person in charge of making reviews and updates to the process. In this case, 2 Users will need to be licensed. |
| Participant User | How many users will REGULARLY process tasks pushed by processes implemented in PCS?  Example: We have a group of CSR (Customer Service Representatives) that process claims on a regular basis. This group is composed of 50 individuals. In this case, 50 Participant users will need to be licensed. |
| Invocation User | How many OCCASIONAL users will need to participate in the process?  Example: Let’s assume a services company is offering a way to its customers to file claims online. It is unpredictable when the company customers may file claims, but they know that on average and per month, they may have 100 claims file. Under this scenario, the company will need to license 100 Invocation users. |

## How do our competitors price similar solutions?

* Appian -- Named user pricing starts at USD $95 per user per month, and participating user pricing is available based on number of users and the usage scenario. Typical contracts are three years in duration.
* Pega Cloud starts at USD $100 - $150 per user per month.  Case management subscription pricing is on a per-case basis, depending on the complexity of the case.
* Salesforce does not have a standalone workflow/BPM service.  The workflow functionality is part of the Force.com PaaS.  The cost varies from USD $25 per user per month for Basic to $75 per user per month for Apps Plus.

## How do we handle anonymous users?

This is typically a scenario for Enterprise customers or more complex configurations. The guidelines follow below.

Our standard recommendation is as follows:

* External “anonymous” users can be “proxied” through a single Process Owner license. We provide pricing *guidance* to include 1 Process Owner license per 1,000 requests per month.
* Large numbers of low use internal users could use the same proxy scheme however it is generally beneficial to have internal users interact with the system as first class users. To this end, please consider selling Invocation User license for internal users and discount as required.

Keep in mind a couple of points:

* All of our licenses are for hosted named users, meaning they need to be in the customers identify. For truly anonymous users, this is not the case.
* Pricing guidance for additional Process Owner license is provided for deals where we need additional monetization for the requests.
* Anonymous users “proxied” through a Process Owner license cannot be assigned tasks but depending on the specific solution requirements we can define patterns that do allow subsequent engagement with the requestor (email, document submissions, events, etc.)
* It is very important to define how the requestors will actually make their request as they will not have direct access to process start forms. There are a number of options including:
  + Hosting a start form on an SCS page where the the start form authenticates using the proxy user.
  + Document submissions.
  + Events
  + Custom, non-pct forms

# PCS Trial

## Is it possible to get a trial for PCS?

Yes. Trials are available and environments usually provisioned within the day.

## Where can I request a PCS trial?

The following link will take you to the Trial Request Form: [PCS Trial Request Form](https://myaccount.cloud.oracle.com/mycloud/faces/trialsignup.jspx?serviceType=Process&_afrLoop=281421276648353&_afrWindowMode=0&_afrWindowId=null&_adf.ctrl-state=t93yjgu33_1). We strongly advice you reach out to the PCS Product Management team notifying about the Trial Request so that this request is approved in a timely fashion.

## Can customers directly request a PCS trial?

No. Customers cannot directly request a PCS trial. Oracle Account Executives who have PCS opportunities can request these. Ideally they also engage with Product Management to support proper sponsorship and evolution of the opportunities. Check PM Resources section for contacts.

## How long are the trials?

The trials are good for 30 days. Trial environments can be extended for an extra 30 days. Extensions are provided shortly before the first 30-day expiration time.

## Are trials available on the public network?

Yes. Trials are provisioned on the public network and can be accessed by the prospect or customer with an internet connection. No VPN or special network settings are required.

## What happens with the content in the trail environments?

Before the trial expires, it is strongly recommended to make an export and backup of the PCS project so that it can be imported into any new instances. After the trial expires, environments are recycled and content is lost.

## How many environments do customers get with a trial?

Trials are provided in the form of a POD. A POD is the instance where PCS is installed and made publicly available to the customers or prospect requesting the trial. Each trial is composed of a single environment or PCS instance.

# PCS Demo and Collateral Resources

## Where can I find collateral for the No Code Workflow Automation Campaign?

The best place will be to check on Sales Central via this link: [Click Here](https://salescentral.oracle.com/OracleDocCloudMeta/SalesCentral/public.html?11857#/pages/11857).

## Where can I find demo videos about PCS?

Below is a collection of different recorded demos with talk tracks.

* Work Order Demo - End User Experience (Video): [Click Here](https://stbeehive.oracle.com/content/dav/st/Integration%20Success%20Workshops/Documents/Work%20Order%20Management.mp4).
* Work Order Demo - Design Time Experience (Video): [Click Here](https://stbeehive.oracle.com/content/dav/st/Integration Success Workshops/Documents/Work Order Management Customization.mp4)
* Work Order Demo Talk Track (Doc): [Click Here](https://stbeehive.oracle.com/content/dav/st/Integration%20Success%20Workshops/Documents/Work%20Order%20Management%20Talk%20Track.docx).

* Proposal Demo (Video): [Click Here](https://stbeehive.oracle.com/content/dav/st/Integration%20Success%20Workshops/Documents/Innovation%20Management%20-%20Proposal%20Approval.mp4).
* Proposal Demo Talk Track (Doc): [Click Here](https://stbeehive.oracle.com/content/dav/st/Integration%20Success%20Workshops/Documents/Proposal%20Approval%20Talk%20Track.docx).

* Warranty Claim Demo (Video): [Click Here](https://stbeehive.oracle.com/content/dav/st/Integration%20Success%20Workshops/Documents/Warranty%20Claim.mp4).

* Sales Cloud Extension – Opportunity Approval Demo (Video): [Click Here](https://stbeehive.oracle.com/content/dav/st/Integration%20Success%20Workshops/Documents/Sales%20Cloud%20Opportunity%20Extension.mp4).

## Where can I find a tutorial for PCS?

When a prospect applied for a trial, they may be interested in trying the product for themselves. The following tutorial will give them through a scenario starting from a QuickStart Application. Create a sample Travel Approval Workflow App (Tutorial) can be found via this link: [Click Here](https://apexapps.oracle.com/pls/apex/f?p=44785:112:123242341152960::::P112_CONTENT_ID,P112_PREV_PAGE:10763).

# PCS Competitive Information

## Where can I find PCS competitive information?

The PCS Competitive team, Product Marketing and Product Management have collectively created a SWOT analysis against the usual competitors as well as frequent objection handling questions. The SWOT document can be found via this link: [Click Here](https://salescentral.oracle.com/OracleDocCloudMeta/SalesCentral/public.html?11857#/pages/11857).

# PCS Technical

## What are the main components of PCS?

PCS is a BPM solution provisioned and provided on the cloud. Oracle is the responsible for managing the underlying hardware and software while customers develop and are in charge of implementing business processes in PCS. The main components of PCS are:

* Process Composer: Process Composer is the out of the box design time user experience where it is possible to model and implement business processes.
* Process WorkSpace: Process WorkSpace is the out of the box runtime user experience where it is possible to manage process applications as well as processing process activity.
* Process Mobile: Process Mobile is the out of the box native application for processing process activity. There is a native iOS and Android set of client available on the respective Vendor stores (Apple Store and Google Play).

Both Process Composer and Process WorkSpace are 100% browser based and it is not necessary to install anything on the end user access point.

## Does PCS offer analytic capabilities?

Yes. PCS offers built-in analytic capabilities. It offers out of the box process and task performance as well as workload dashboard to track overall process health. It allows creating process specific KPIs based on process data. In addition to these built-in analytic capabilities, PCS offers an out of the box integration with BICS where process data can be analyzed and reported on a full blown Business Intelligence platform.

## Does PCS have APIs to integrate with it?

Yes. PCS offers Design Time and Runtime REST APIs.

Oracle PCS Runtime REST APIs Link: [API Link](https://docs.oracle.com/cloud/latest/process_gs/CPRRA/toc.htm).

## Are applications and running instances deployed on PCS backed up in Oracle's data center?

All Oracle PCS design time and runtime data is stored in Oracle databases. These databases are backed up within the Oracle Data Center.

## If a disaster hits the Oracle Data Center where PCS is operated. Is it possible to move applications and instances to another data center?

Oracle PCS follows the Oracle PaaS Disaster Recovery guidelines, recommendations and best practices. For the time being the procedure is manual. The customer can provision instances in other Data Center locations (for example Chicago and Amsterdam) and import configurations in both environments for manual fail over.

## Is the data stored on the Oracle Database Cloud Service and the traffic between my site and the service encrypted?

Yes. Access over the Internet to the Oracle Database Cloud Service is supported by SSL encryption technology negotiated for at least 128-bit encryption or stronger. It is recommended that the latest available browsers certified for Oracle programs be utilized for connecting to web enabled programs. The list of certified browsers for Oracle Cloud can be found on the Cloud Service Customer Portal.

# PCS Integration & Interoperability

## Can PCS use an external LDAP for authentication and Single Sign On (SSO)?

Yes. This is a supported configuration. For more information, check the PCS “Configuring Federated SSO and Authentication” documentation chapter: [Click Here](http://docs.oracle.com/en/cloud/paas/process-cloud/cprcw/configuring-federated-sso-and-authentication.html#GUID-02911F68-A3E1-4E69-A1F5-06E65FB936F0).

## What other Cloud Services does PCS have Out of the Box integrations with?

Oracle PCS has native integrations with the following other Oracle Cloud Services:

* **Oracle Document Cloud Service (ODCS):** Used for content-based process centric scenarios. It is possible to share documents between PCS and ODCS leveraging ODCS as the document repository. Additionally, there are native integrations to kick off processes upon document events on ODCS.
* **Oracle Integration Cloud Service (ICS):** Used to integrate with different backend systems of record. ICS comes with a wide array of adapters to talk to Oracle and non-Oracle applications as well as different technology adapters. ICS should be used whenever possible and it is used as a Data Connect Virtualization layer to simplify access to systems of record.
* **Oracle Business Intelligence Cloud Service (BICS):** Used to offset analytical information to a Business Intelligence environment for reporting and analytics purposes. PCS also provides analytic capabilities for specific process KPIs.

## What is the recommended way to integrate with systems of record from PCS?

PCS should integrate with systems of record for data access via Oracle ICS whenever possible. Down the line there is an Integration Suite planned and PCS and ICS will be blended together with an even stronger and seamless integration.

Additionally, when talking to on premise systems, it is possible to leverage the Oracle ICS Agent. For more details check the documentation via this link: [Link to Doc](https://docs.oracle.com/cloud/latest/intcs_gs/ICSUG/GUID-7AE16A3A-CC2E-4FC1-8EE3-60C7E1CFA2D9.htm#ICSUG-GUID-7AE16A3A-CC2E-4FC1-8EE3-60C7E1CFA2D9)

## Are there other mechanisms to integrate with systems of record?

Yes. PCS comes with 2 native REST and SOAP connectors. These are good to use in production scenarios and also useful for testing and prototyping purposes.

## Can third-party applications integrate with PCS?

Yes. Third-party applications can integrate with PCS via the public REST APIs. Additionally, PCS is investing in UI Snippets that can be embedded into 3rd party applications to minimize the coding efforts to surface process interaction in other user experience contexts.

# PCS Roadmap

## Where can I find a PCS Roadmap?

If you are interested in the PCS roadmap, reach out to the contacts in the next section. PM would be happy to provide details and even do a roadmap session with your prospect or customer.

# Contacts and Resources

## PCS Product Management Team

The following are PCS Product Management contacts that can help you with your opportunities:

* Nathan Angstadt ([nathan.angstadt@oracle.com](mailto:nathan.angstadt@oracle.com)) (US)
* Tom Albrecht ([thomas.albrecht@oracle.com](mailto:thomas.albrecht@oracle.com)) (US)
* Sujan Balachandran ([sujan.balachandran@oracle.com](mailto:sujan.balachandran@oracle.com)) (India)
* Eduardo Chiocconi ([eduardo.x.chiocconi@oracle.com](mailto:eduardo.x.chiocconi@oracle.com)) (US)

## PCS Product Marketing and Competitive Team

The following are PCS Product Marketing and Competitive contacts that can help you with your opportunities:

* Daryl Eicher ([daryl.eicher@oracle.com)](mailto:daryl.eicher@oracle.com)) (US)
* Eric Rogge ([eric.rogge@oracle.com](mailto:eric.rogge@oracle.com)) (US)

## PCS Distribution Lists

The following are the distribution lists managed and supervised by PM as well as other resources in the Oracle organization (including engineering):

* Process Cloud Help ([processcloud\_help\_ww\_grp@oracle.com](mailto:processcloud_help_ww_grp@oracle.com))
* BPM Blazers ([bpmblazers\_ww\_grp@oracle.com](mailto:bpmblazers_ww_grp@oracle.com))