

# WatchDog Diagnostics

**WatchDog Diagnostics** is your “OnStar” for Oracle. Much like the auto-security system created to help protect drivers and their families on the road, WatchDog diagnostics helps keep your software investment safe and sound, providing “under the cover” analysis in three key areas:

- **Configuration weaknesses** – Companies typically set tolerance levels and constraints upon the initial software implementation yet they are seldom revisited. Inappropriate settings can have a significant impact on a company’s business performance.
- **Broken business processes** – Process breakdowns can have a negative impact on a company’s health, yet many companies do not leverage their EBS environment to monitor their company’s systematic approach. Making early payments to vendors or creating false supply via open POs are just two examples of common errors that can result in poor cash flow and untimely order fulfillment.
- **Transactional issues** – Technical failures can cause transactions to error-out or remain incomplete infringing on the timeliness of business processes or work flows.

**The idea of conducting a “health check” for an ERP system is not new. Unfortunately, the process of gathering the data needed to draw useful conclusions is typically arduous and time consuming.**

**SmartDog Services can help.** WatchDog Diagnostics takes the work out of the analytical process by connecting directly to a company’s system. Rather than subjecting your key stakeholders to lengthy, detailed questionnaires, which are subject to human error, this powerful tool automatically analyzes your system, delivers the data to you and empowers you with the information necessary to draw business-critical conclusions with accuracy and confidence.

The screenshot shows a report titled "FINANCE" with a sub-section "Revenue / Collections". It lists several diagnostic items with status icons: a green checkmark for "Customer Auto Invoice Generation Errors", a red X for "Order Lines with Invoice Interface Workflow Issues", a yellow triangle for "Uninvoiced Sales Orders", and a green checkmark for "Receipts Awaiting Payment". Callouts highlight: 1) The clear layout and organization of the report. 2) The use of color-coded icons (Red, Yellow, Green, Blue) to quickly alert users to the status of specific conditions. 3) The main body of the report as a summary section with "More Information" links for details.

**SmartDog Services**, [www.smartdogservices.com](http://www.smartdogservices.com), is the leading provider of consulting services for Oracle and is known in the marketplace as the “Oracle customer’s best friend.”

From full-scale implementations to ongoing support, companies benefit from our proprietary diagnostic tools which enable our experts to quickly identify improvement opportunities in the software and proactively implement these improvements.

Named SMB TOLA Partner of the Year by Oracle in 2010 for the fourth year in a row, SmartDog Services is an Oracle Platinum Partner. Visit our web site to see a full list of our awards and accolades and a sampling of customer endorsements.