

KAIZEN AI · USE-CASE CATALOG

Top 25 Governed Agentic AI Use Cases for Oracle Customers

Finance, Supply Chain, IT, and HR — with Deployment Complexity, ROI Guidance, Oracle Module Mapping, and First-90-Day Sequencing.

Method. Measure. Momentum.

Governed agentic AI for Oracle-powered enterprises.

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OVERVIEW

How to Read This Catalog

This catalog documents 25 governed agentic AI use cases for Oracle customers, drawn from Kaizen AI's deployment experience across EBS, Fusion Cloud, JDE, PeopleSoft, and NetSuite. Each use case is scored on three dimensions: deployment complexity (weeks to first production agent), ROI velocity (time to measurable cycle-time improvement), and audit weight (SOX/regulatory exposure requiring governance investment). The catalog is opinionated — not exhaustive.

Most Kaizen AI engagements ship two production agents in the first 90 days: one finance-side, one operations-side. The pairing builds organizational momentum across both halves of the executive team simultaneously and establishes the governance scaffold on which all subsequent agents build.

<h1>25</h1> <p>Pre-mapped use cases</p>	<h1>2</h1> <p>Production agents in first 90 days</p>	<h1>5</h1> <p>Oracle platforms covered</p>	<h1>70–80%</h1> <p>Scaffold reuse on 2nd agent</p>
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Use Case Heatmap: Complexity vs. ROI Velocity

Quadrant	Complexity	ROI Velocity	Strategy	Example Use Cases
Quick Wins	Low (6–8 wks)	Fast (< 1 quarter)	Deploy first. Build scaffold. Demonstrate momentum.	AP exception handling; ServiceNow ticket triage; PO risk scoring
Strategic Anchors	Medium (8–12 wks)	Fast (< 1 quarter)	Deploy second. Reuse scaffold. Expand sponsor base.	Supplier delay response; close cockpit assistant; demand exception triage
High-Value Complex	High (12–16 wks)	Medium (1–2 quarters)	Deploy after scaffold established. Requires mature governance.	Treasury cash position; intercompany reconciliation; access recertification
Long-Horizon	High (12–20 wks)	Long (2+ quarters)	Plan early, build on mature scaffold. Board-level sponsorship required.	Benefits enrollment automation; cross-pillar compliance training; manager analytics

Finance Use Cases — Oracle EBS, Fusion Financials, Hyperion

ID	Use Case	Complexity	ROI Velocity	Audit Weight	Primary Buyer	Oracle Modules	Agent Function
FC-01	AP Exception Handling Agent	Low	Fast	High	CFO, Controller	EBS R12 AP; Fusion Payables	Correlates invoice exceptions with PO, receipt, and contract data. Proposes resolution: approve, hold, return-to-supplier, or escalate. Routes approvals via Oracle BPM Worklist or Slack.
FC-02	Period-Close Acceleration Agent	Medium	Fast	High	CFO, Controller, Close Manager	EBS GL; Fusion Close Manager; HFM	Monitors close task completion, identifies blockers, auto-resolves lower-risk items (accrual suggestions, reclass proposals), and escalates human-required tasks with deadline urgency scoring.

FC-03	Journal Review and Anomaly Detection	Medium	Medium	High	Controller, Internal Audit	EBS GL; Fusion General Ledger	Reviews journal entries against historical patterns and policy rules. Flags anomalies for human review with risk classification. Generates structured review record for audit evidence.
FC-04	Audit Evidence Packaging Agent	Low	Fast	High	Controller, Internal Audit, CFO	EBS; Fusion; JDE; PeopleSoft	Assembles SOX evidence packages on demand for covered controls: action log, approval records, Oracle writes, policy versions. Generates structured package in auditor-standard format.
FC-05	Spend Leakage Identification	Medium	Medium	Medium	CFO, Procurement VP, Controller	EBS PO; Fusion Procurement; Contracts	Analyzes PO and invoice data against contract terms, preferred supplier agreements, and spending policy. Flags maverick spend, contract compliance gaps, and rebate optimization opportunities.

FC-06	Treasury Cash Position Assistant	High	Medium	High	CFO, Treasurer	FusionCash Management; EBS Treasury; Bank APIs	Consolidates cash position across Oracle modules and bank APIs. Proposes daily cash optimization actions (sweep, transfer, drawdown) within policy-defined thresholds. Routes large transactions for human approval.
FC-07	Intercompany Reconciliation Agent	High	Medium	High	Controller, CFO	EBS; Fusion Intercompany; HFM	Identifies and proposes resolution for intercompany mismatches across legal entities. Generates elimination entries for review. Tracks resolution status across the close calendar.

Supply Chain Use Cases — Oracle SCM Cloud, JDE, NetSuite

ID	Use Case	Complexity	ROI Velocity	Audit Weight	Primary Buyer	Oracle Modules	Agent Function
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SC-01	Supplier Delay Response Agent	Low	Fast	Medium	COO, VP Supply Chain, Procurement	JDE F4211; Fusion SCM; Supplier Portal APIs	<p>Detects supplier delay signals. Correlates impact across open orders, customer commitments, and inventory buffers. Proposes response options: expedite, reallocate, notify customer, adjust ATP. Routes for human approval at defined thresholds.</p>
SC-02	Inventory Reallocation Agent	Medium	Fast	Medium	VP Supply Chain, Demand Planner	Fusion SCM; JDE F41021; Oracle Planning	<p>Monitors inventory exceptions (excess, shortage, mislocation). Proposes reallocation transfers within policy-defined thresholds. Auto-executes low-risk moves; routes high-value transfers for approval.</p>

SC-03	Demand Exception Triage Agent	Medium	Fast	Low	VP Supply Chain, Demand Planner	Fusion Demand Management; JDE Forecast; Oracle Planning	Identifies demand signals deviating from forecast beyond defined thresholds. Classifies by cause (promotional, seasonal, new-customer). Proposes forecast adjustment with confidence score. Routes for planner review.
SC-04	Logistics Disruption Response	Medium	Medium	Low	COO, VP Logistics, Customer Service	Oracle Transportation; Fusion SCM; Carrier APIs	Monitors logistics disruption signals (carrier APIs, weather, geopolitical). Correlates with open shipments. Proposes mitigation: carrier switch, mode change, customer notification. Routes approvals for high-value shipments.

SC-05	Purchase Order Risk Scoring	Low	Fast	Medium	Procurement VP, COO	EBS PO; Fusion Procurement; Supplier Data	Scores inbound POs by supplier risk factors (lead time reliability, financial health, geopolitical exposure). Flags high-risk POs for buyer review before confirmation. Integrates with preferred supplier data and contract terms.
SC-06	Supplier Performance Review Agent	Medium	Medium	Low	Procurement VP, COO	Oracle Procurement; JDE Supplier; Fusion SCM	Aggregates supplier performance data across delivery reliability, quality, and commercial compliance. Generates structured performance reviews for business review meetings. Flags underperforming suppliers for remediation planning.

SC-07	ATP and Order Promising Agent	High	Medium	Medium	COO, VP Sales Operations, Customer Service	Fusion Order Management; Oracle Planning; JDE OM	Queries Available-to-Promise across inventory, production, and transit. Proposes realistic commit dates for new orders. Flags requests where ATP cannot be met and proposes alternatives. Routes exceptions to sales operations.
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IT and Operations Use Cases — ServiceNow + Oracle

ID	Use Case	Complexity	ROI Velocity	Audit Weight	Primary Buyer	Oracle/System Modules	Agent Function
IT-01	ServiceNow Ticket Triage Agent	Low	Fast	Low	CIO, IT Operations	ServiceNow; Oracle ITSM; Active Directory	Classifies inbound tickets by type, priority, and routing. Auto-resolves known-pattern issues with documented resolution steps. Routes complex tickets to appropriate queue with context summary.

IT-02	Access Review and Recertification Agent	Medium	Medium	High	CISO, CIO, Internal Audit	Oracle Identity Governance; Active Directory; Fusion HCM	Prepares access review campaigns with risk-scored access packages. Auto-revokes clearly stale or role-mismatched access below threshold. Routes high-risk access packages for certifier review with evidence.
IT-03	Major Incident Summarization Agent	Low	Fast	Low	CIO, IT Operations, Service Management	ServiceNow; Monitoring APIs; Oracle ITSM	Monitors major incident bridges. Synthesizes timeline, impact, and action log in real time. Generates structured post-incident review report. Routes to problem management with evidence package.
IT-04	Policy Workflow Agent	Low	Fast	Medium	CIO, CISO, Compliance	Oracle Policy Automation; ServiceNow GRC; Document Systems	Routes policy review requests to appropriate owners. Tracks policy acknowledgment campaigns. Flags expired or overdue policy reviews. Generates compliance evidence for audit.

IT-05	Change Risk Classification Agent	Medium	Medium	High	CIO, Change Advisory Board	ServiceNow Change; Oracle ITSM; Configuration Management DB	Evaluates proposed IT changes against risk criteria: affected CIs, historical incident correlation, change window, environment type. Classifies as standard/normal/emergency. Routes for appropriate approval tier.
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HR Use Cases — Oracle PeopleSoft, Fusion HCM

ID	Use Case	Complexity	ROI Velocity	Audit Weight	Primary Buyer	Oracle Modules	Agent Function
HR-01	Employee Service Desk Assistant	Medium	Fast	Low	CHRO, HR Operations	PeopleSoft HCM; Fusion HCM; ServiceNow HR	Answers employee inquiries grounded in HR policy and personal employee data from PeopleSoft/Fusion. Routes complex cases to HR specialists with context. Updates case status in HR service platform.

HR-02	Case Routing and SLA Management	Low	Fast	Low	CHRO, HR Operations	PeopleSoft; Fusion HCM; ServiceNow HR	Classifies inbound HR cases by type and complexity. Routes to appropriate HR specialist or COE. Monitors SLA compliance. Escalates breached SLAs with case summary.
HR-03	Onboarding Workflow Orchestration	High	Medium	Medium	CHRO, HR Operations, IT	PeopleSoft; Fusion HCM; Active Directory; ServiceNow	Orchestrates multi-system onboarding tasks: Oracle HCM record creation, IT provisioning request, facilities access, training enrollment. Monitors task completion. Escalates blockers to task owners.
HR-04	Manager Analytics Summarization	Medium	Medium	Low	CHRO, HR Business Partners	Fusion HCM; PeopleSoft; Oracle Analytics	Assembles people analytics summaries for managers: team headcount, performance distribution, attrition risk, compensation equity. Generates structured briefings for manager review cycles.

HR-05	Benefits Enrollment Assistant	High	Medium	Low	CHRO, Benefits Admin	Fusion HCM Benefits; PeopleSoft Benefits; Carrier APIs	Guides employees through benefits enrollment with plan comparison and eligibility explanation. Validates election completeness. Routes carrier data to HR administration. Flags enrollment anomalies.
HR-06	Compliance Training Nudge Agent	Low	Fast	Medium	CHRO, Compliance Officer	Oracle Learning; PeopleSoft; Fusion HCM	Monitors compliance training completion rates. Sends personalized reminders with deadline urgency. Escalates non-compliant employees to HR BPs. Generates completion evidence for audit.

First-90-Day Deployment Sequencing

Most Kaizen AI engagements deploy two production agents in the first 90 days: one finance-side and one operations-side. The sequencing logic is scaffold reuse, not perceived business priority. An agent that reuses 70–80% of an existing governance scaffold deploys in 4–6 weeks. The sequence below represents the highest-scaffold-reuse path for a mid-market Oracle manufacturer.

Wave	Timeline	Finance Agent	Operations Agent	Scaffold Built	Expected Value
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Wave 1	Days 1–90	FC-01: AP Exception Handling	SC-01: Supplier Delay Response	Identity model; policy-as-code v1; HITL workflow; audit export v1	60–80% AP exception cycle reduction; sub-hour supplier delay response
Wave 2	Days 60–150 (overlap)	FC-02: Close Acceleration	SC-02: Inventory Reallocation	Reuses Wave 1 scaffold + close-specific HITL; inventory write-back pattern	1–2 day close reduction; inventory reallocation in hours vs. days
Wave 3	Days 120–210 (overlap)	FC-04: Audit Evidence Packaging	SC-05: PO Risk Scoring	Reuses existing scaffold; adds audit export v2; adds risk-scoring policy	SOX evidence package automated; high-risk PO flagging before commitment
Wave 4+	Quarterly cadence	FC-03, FC-05, FC-06, FC-07	SC-03, SC-04, SC-06, SC-07	Mature scaffold; governance overhead minimal; deployment in 4–6 weeks per agent	Compounding cycle-time improvement across finance and supply chain

What to Automate vs. What to Keep Human-Led

Agent-Appropriate (Automate)

- High-frequency, rule-bound exceptions with defined resolution paths
- Data correlation across multiple Oracle modules and edge systems
- Status monitoring and SLA tracking with structured escalation
- Evidence assembly and audit package generation
- Routine notifications and reminders with personalization
- Low-dollar-value approvals within policy-defined thresholds

Human-Led (Keep Human)

- Novel exceptions without defined resolution paths
- High-dollar or high-risk actions above policy thresholds
- Relationship-sensitive supplier or customer decisions
- Policy interpretation requiring human judgment
- Organizational change decisions affecting people
- Anything where the cost of error exceeds the benefit of speed

Book the Kaizen AI 3M+ Assessment

The 3M+ Assessment identifies your highest-priority use cases, sequences them by scaffold reuse value, and produces a first-agent design brief — ready for development in week five.

Contact: info@kaizenai.ai · kaizen-orbit.lovable.app/assessment

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