METHODS AND SYSTEMS FOR MANAGING COMMUNITY INFORMATION

CROSS-REFERENCE TO RELATED APPLICATIONS

[0001] This application claims priority to U.S. Provisional Application Serial No. 61/885,884, filed October 2, 2013, entitled "Methods and Systems for Managing Community Information", and to U.S. Non-Provisional Patent Application No. 14/477,493 filed September 4, 2014, entitled "Methods and Systems for Managing Community Information".

FIELD OF THE INVENTION

[0002] This invention relates generally to managing and disseminating community information in a cloud.

BACKGROUND

[0003] Some companies run, manage, and service their own enterprise systems, such as those from Oracle® or Infor Lawson® systems. Other companies outsource the services to a third party, who will host the hardware and software, and will manage these enterprise systems for the companies. In either configuration, however, the companies are not able to benefit from the experiences of other companies to benchmark their use of the enterprise systems.

SUMMARY

[0004] The present disclosure describes a system and method for managing and disseminating community information in a cloud. In an exemplary method for utilizing the community information, a client company performs transactions and/or software operations (e.g., actions) in an enterprise system hosted by a host entity, such as in a cloud environment. The host entity stores metadata (e.g., response time, delay, processing time, usage) about the transactions in a database for the client company's actions and the actions of other client companies. The host

CLAIMS

What is claimed is:

1. A computer-implemented method comprising:

receiving, by a server over a communication network from a computer of each of a plurality of client companies, a first transmission comprising a first plurality of metadata of a first plurality of software operations in a first plurality of enterprise resource planning systems being operated by the plurality of client companies, wherein:

the first plurality of metadata includes a second plurality of metadata associated with a second plurality of software operations in the enterprise resource planning system of a selected client company from the plurality of client companies and a third plurality of metadata associated with a third plurality of software operations in a second plurality of enterprise resource planning systems,

the second plurality of software operations and the third plurality of software operations belong to a specific category of software operations, and

the second plurality of enterprise resource planning systems is selected from the first plurality of enterprise resource planning systems as being substantially similar to the enterprise resource planning system of the selected client company;

determining, by the server, comparative performance information of the second plurality of software operations by comparing the second plurality of metadata to the third plurality of metadata; and

presenting, by the server over the communication network to a computer of the selected client company, a second transmission comprising comparative performance information of the second plurality of software operations of the selected client company.

2. The method according to claim 1, wherein the comparative performance information comprises a success rate.

3. The method according to claim 1, wherein the comparative performance information comprises a processing time.

4. The method according to claim 1, wherein the first plurality of metadata does not include personal identifying information.

5. The method according to claim 1, wherein receiving the first plurality of metadata comprises receiving a transmission of metadata generated by an enterprise resource planning system server of each of the plurality of client companies.

6. The method according to claim 1, wherein presenting comparative performance information is performed substantially in real-time as the second plurality of software operations in the enterprise resource planning system of the selected client company.

7. A system comprising:

a communication server configured to receive a transmission comprising performance data of software operations performed by an enterprise resource planning system server of a selected client company from a plurality of client companies and transmit comparative performance information to a selected client company communication server for display on a

selected client company computer, wherein the comparative performance information comprises performance data of software operations performed by substantially similar enterprise resource planning system servers of the plurality of client companies compared to the performance data of software operations performed by the enterprise resource planning system server of the selected client company; and

a dashboard server configured to compare the performance data of software operations performed by the enterprise resource planning system server of the selected client company and present the comparative performance information to the communication server for transmission to the selected client company communication server.

8. The system according to claim 7, further comprising an enterprise resource planning server coupled to the dashboard server and hosted on behalf of a client company.

9. The system according to claim 7, wherein the selected client company computer is configured to display a webpage comprising the comparative performance information provided by the selected client company communication server.

10. The system according to claim 7, further comprising a database coupled to the dashboard server and configured to store metadata of software operations performed by the enterprise resource planning system servers of the plurality of client companies.

11. A computer-implemented method comprising:

receiving, by a server, a first transmission comprising a first set of metadata from a first client company for a first set of software operations in a first enterprise system, wherein each of the first set of software operations is linked to a first set of specific metadata permitting the server to group data relating to each of the first set of software operations to a specific category;

receiving, by the server, a second transmission comprising a second set of metadata from a second client company for a second set of software operations in a second enterprise system, wherein each of the second set of software operations is linked to a second set of specific metadata permitting the server to group data relating to each of the second set of software operations to a specific category;

storing, by the server, the first set of metadata and the second set of metadata in a database;

comparing, by the server, the first set of specific metadata to the second set of specific metadata to determine comparative performance information of the first set of software operations; and

sending, by the server, a third transmission comprising comparative performance information for presentation on a display of a computing device of the first client company.

12. The method according to claim 11, wherein the first set of specific metadata is selected from the group consisting of response time, delay time, processing time, and usage.

13. The method according to claim 11, wherein the first enterprise system is substantially the same as the second enterprise system.

14. The method according to claim 11, wherein the first enterprise system is a different version than the second enterprise system.

15. The method according to claim 11, wherein the comparative performance information is presented for display on a webpage.

16. The method according to claim 11, wherein the first set of software operations of the first client company are substantially similar to the second set of software operations of the second client company.

17. The method according to claim 11, wherein the comparative performance information represents a substantially real-time comparison of metadata.