JD Edwards EnterpriseOne
Service Management

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PRODUCT HIGHLIGHTS

- Expand and individualize customer service offerings
- Streamline problem resolution
- Improve service profitability
- Mobile applications
- UX One role-based pages for Service Operations Manager, Service Contract Manager, Service Agent Manager, Field Service Manager and Field Service Supervisor

The Issue: Managing Complex Service Options

Customers recognize the value of post-sales support and are typically willing to pay for extended services. To take advantage of this ready market, more businesses are supplementing standard warranties and service contracts with fee-based implementation, training, preventive maintenance, online phone support, and other professional services. The challenge is keeping these multiple service options simple to manage and cost-effective to provide.

The Solution: Integrated Service Management

Oracle's JD Edwards EnterpriseOne Service Management provides end-to-end visibility of product performance and service response by enabling you to manage all service contracts from the same system—including warranties, maintenance agreements, and professional services. You can increase the rate of problem resolution during the first call with call center management capabilities that enable you to:

- Direct calls to specific service groups based on the product or customer characteristics that you specify
- Define a workflow for each level of service priority and escalation
- Provide your customer service staff access to a central knowledge base for descriptions of faults, failures, and fixes that most closely correspond to the customer's description of a problem

When a service technician needs to be dispatched, creation of a service order automatically generates all required purchase and work orders. You can track progress to completion with as many phases as you need for precise status updates with customers. And your on-site technicians have ready access to prior service history, the type of equipment on location, and any sales opportunities that are open with the customer.

Personalizing the Customer Service Experience

Each customer encounter provides insights that can be turned into opportunities. Service Management automates the documentation process, so you quickly build a knowledgebase about how your customers define value and how your products perform

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in relation to that value. To act on this knowledge, you have flexibility to:

- Provide multiple fee-based service offerings with flexible contract pricing
- Individualize service with a selection of contract periods, billing cycles, service types, hours and days of coverage, as well as response times after a call or order is logged
- Flag repeat failures that warn of possible product design defects or production problems

And, for your customers who prefer web access, you can enable self-service via the internet to register products, initiate service requests, and inquire about status.

Managing Service Costs

Analyzing the true profitability of the service department is difficult if you do not have visibility to all the components. With Service Management, you analyze product and service profitability by tracking product and warranty sales, as well as service costs, to determine the true profitability of a product or customer. You can also:

- Prevent multiple service trips to the same customer by managing parts inventory to ensure availability.
- Properly bill customers for work performed based on the service agreement with that customer.
- Mobile applications facilitate using the system at the point of process, when and where their equipment is located.
- Branched Scripting facilitates the customer service representative/customer dialog to resolve issues and offer additional products/services.
- Solution Advisor provides for a knowledgebase to capture customer issues and associate the failures with resolutions so that customer service representatives have solutions available at their fingertips when working with customers and their issues.
- Access UX One role-based pages for your roles to easily access, review, and act upon important information to manage service contracts efficiently and cost-effectively.

Solution Integration

This module is designed to be integrated with the following JD Edwards EnterpriseOne products across your operations using common tools and a Pure Internet Architecture:

- JD Edwards EnterpriseOne Financial Management
  - General Ledger
  - Accounts Payable
  - Accounts Receivable
  - Fixed Asset Management
- JD Edwards EnterpriseOne Human Capital Management - Payroll
- JD Edwards EnterpriseOne Customer Relationship Management
- JD Edwards EnterpriseOne Inventory Management
- JD Edwards EnterpriseOne Procurement and Subcontract Management

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Integrated Cloud Applications & Platform Services

Oracle is committed to developing practices and products that help protect the environment