

Enabling Oracle AI with JD Edwards

January 2025



JD Edwards Enablement Strategy for Oracle AI

Empowering JD Edwards customers to benefit from Oracle's investments in intelligence capabilities throughout the technology stack, whether it's via OCI Services, embedded within SaaS applications, available in the Oracle Database or on Oracle Cloud Infrastructure.

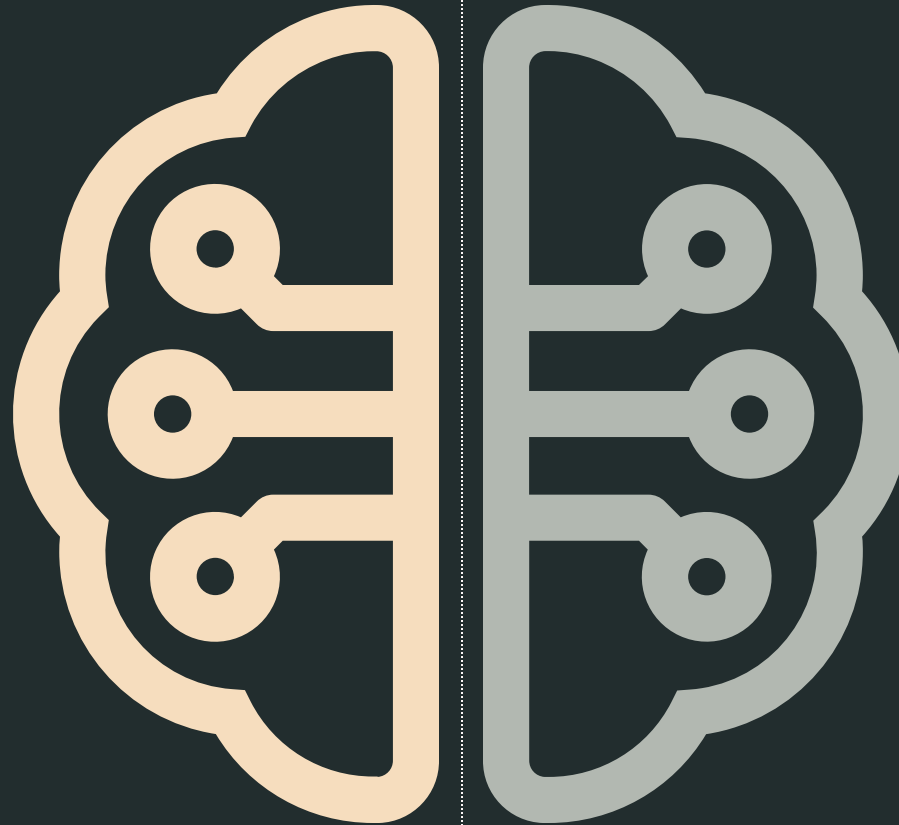
Demystifying AI

Predictive AI

- Algorithms that learn from data
- Trained models make predictions or decisions

Capabilities

- Analytics
- Document Understanding



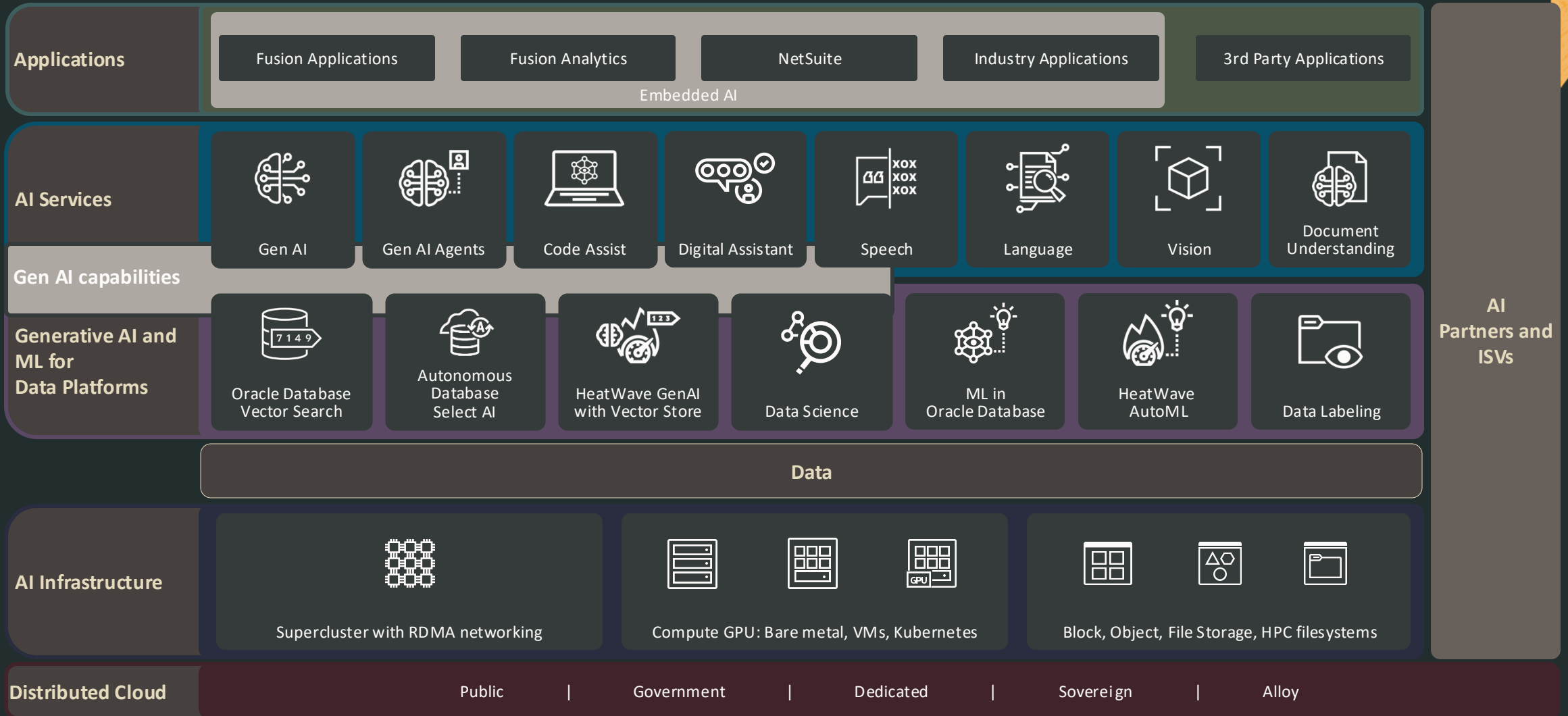
Generative AI

- Creates new content or data
- Utilizes techniques like Large Language Models

Capabilities

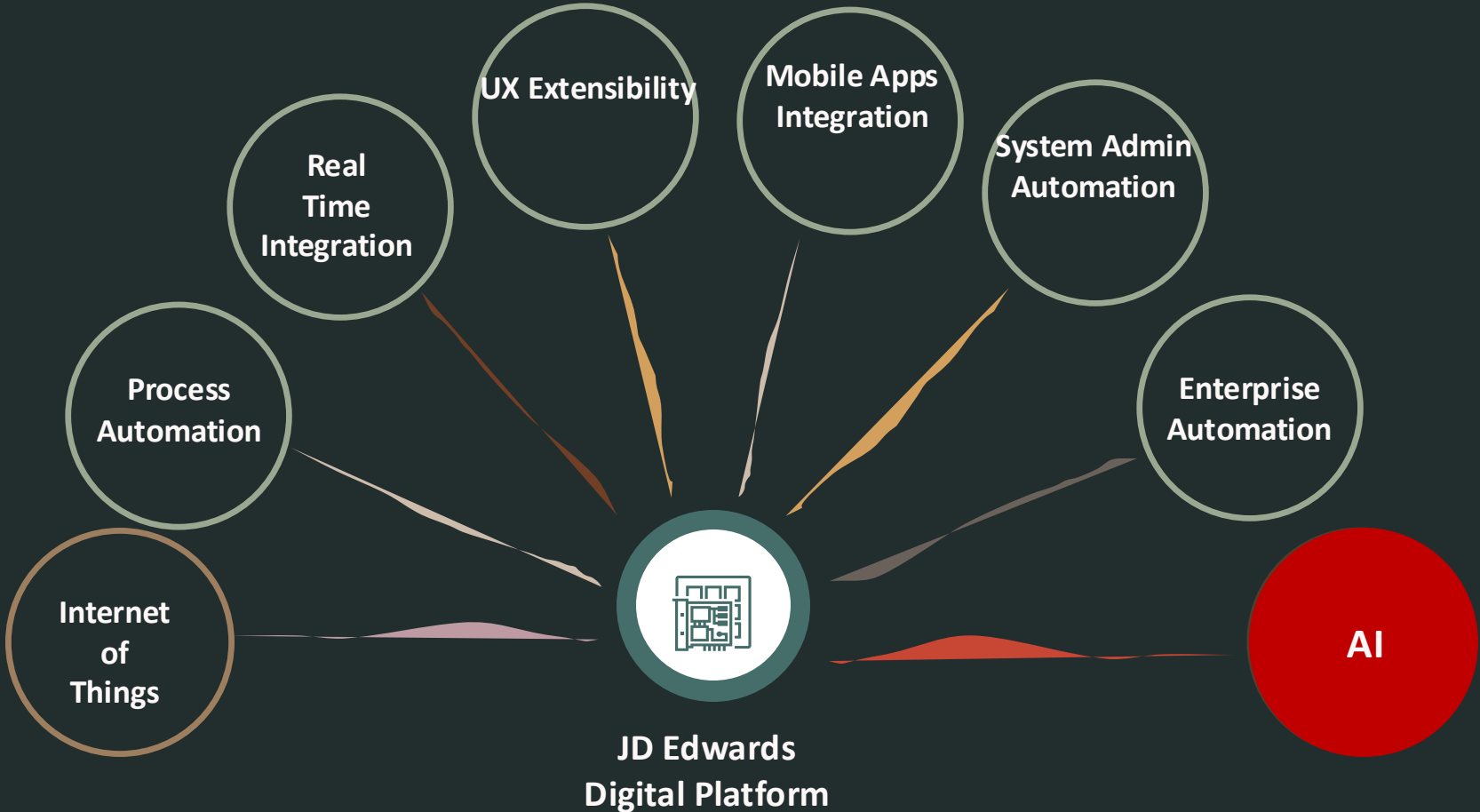
- Natural Language Processing
- Content Generation

The Oracle AI stack



The Evolution of the JD Edwards Digital Platform

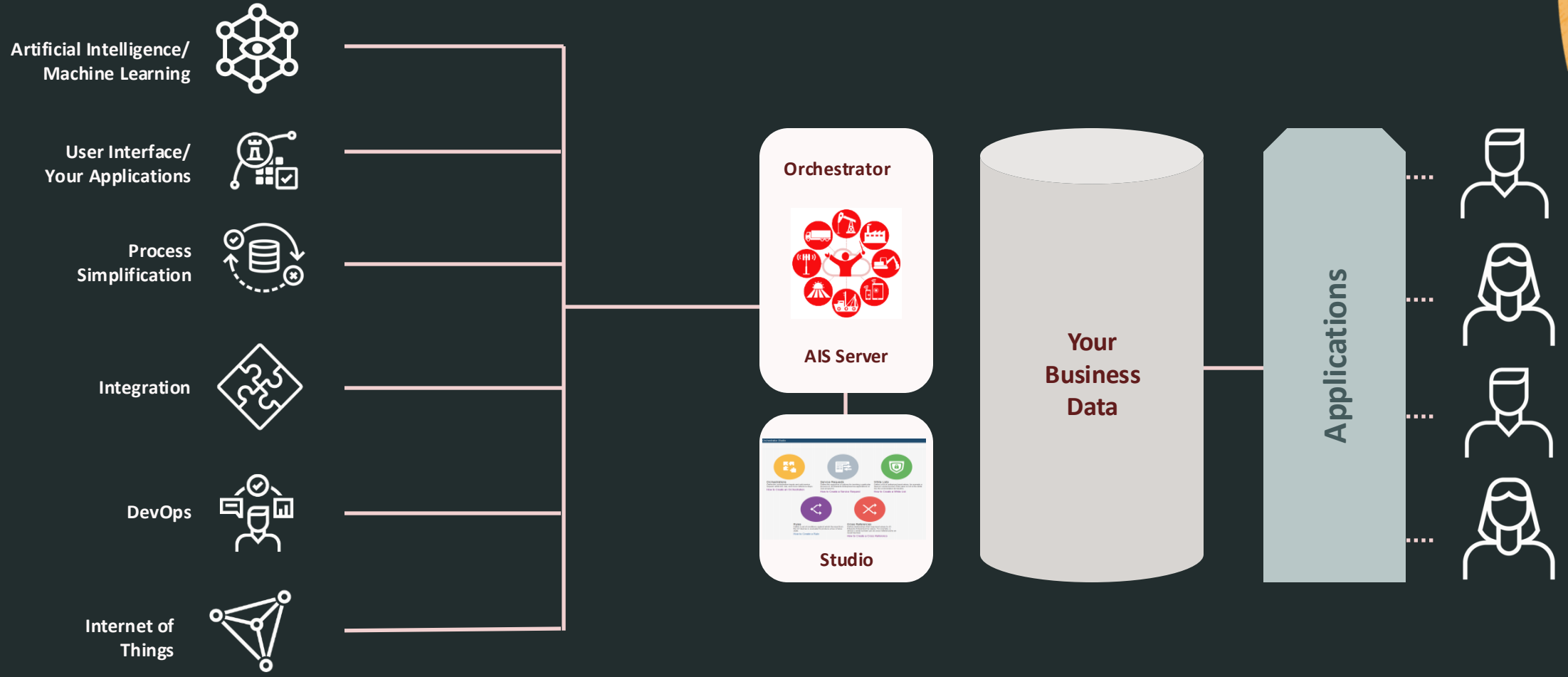
From IoT to the Next Wave of technology



Customers + ORACLE + Partners



Digital Platform – The Gateway to Digital Transformation



←..... The Digital Economy→

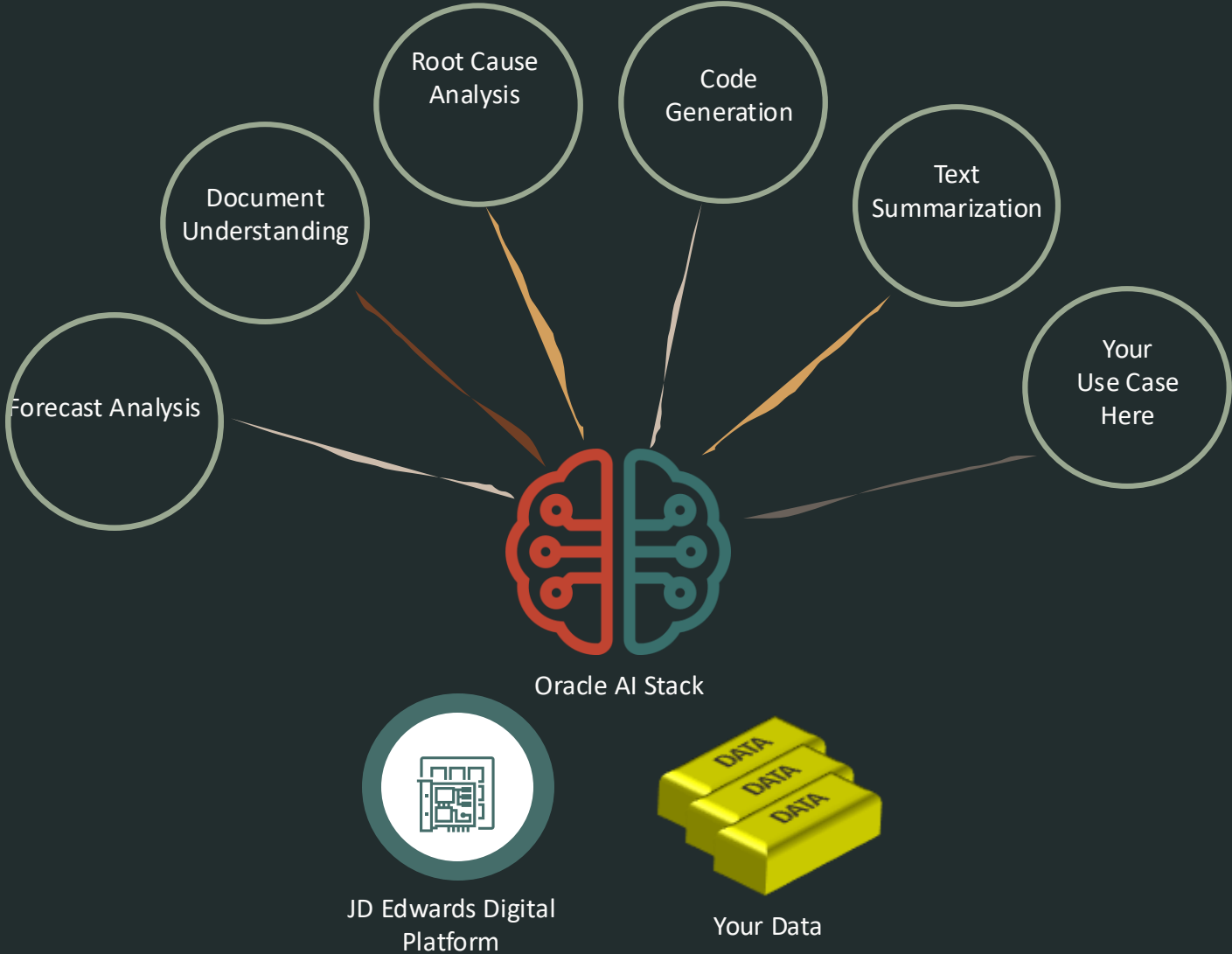
←..... Your JDE Assets (Your Gold)→



JD Edwards Enablement Strategy for Oracle AI

AI Use Cases

Research

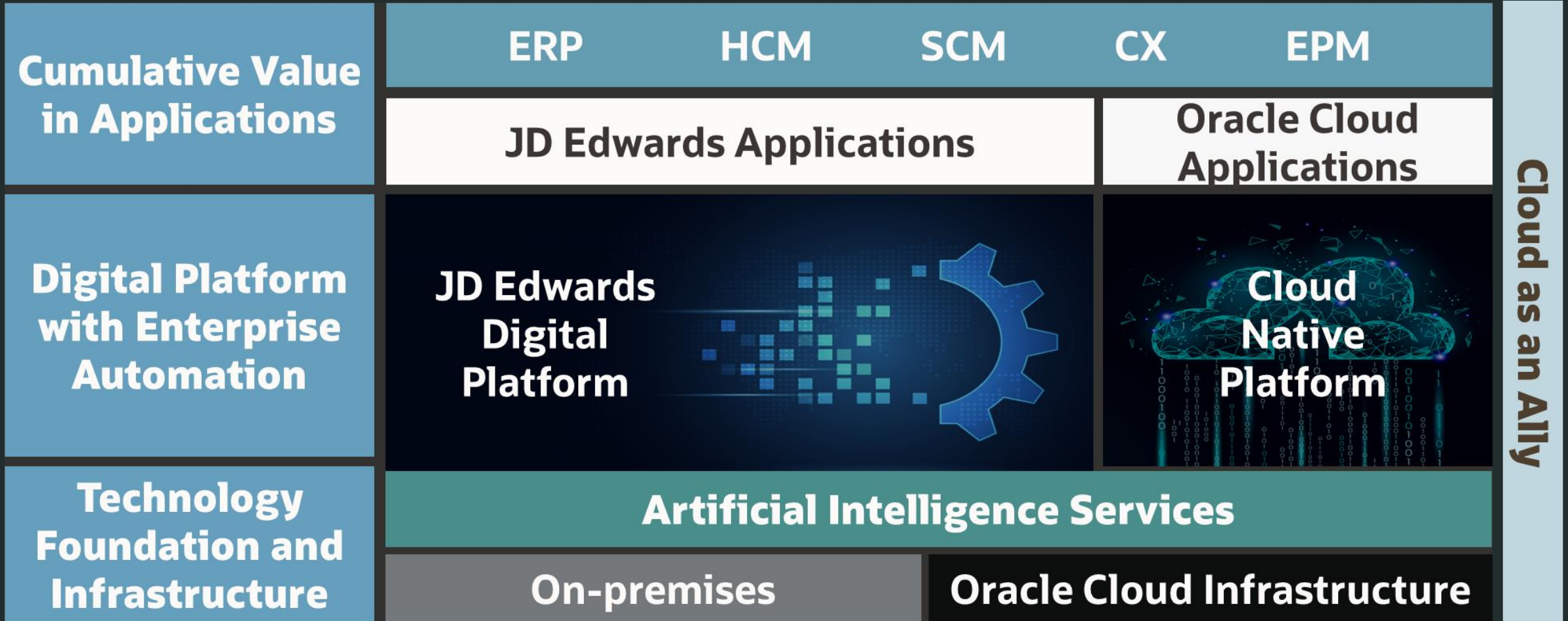


Customers + ORACLE + Partners



JD Edwards Solution Architecture

Release 25 and Beyond



Oracle Fusion Applications

AI Everywhere

Trusted AI Partner

Oracle AI in Fusion Applications



Specialized results
based on your
business context



Powered by OCI AI
infrastructure and
leading LLMs



Privacy and security
at
every layer



Embedded
everywhere at
no extra cost



Extensible
framework

Management Reporting Narratives Insight Narratives and Summary Project Program Status Summary Generation Extract Information from Expense Receipt Change Order Generation from Project Issue Job Match Snippet

Suggest Goals Based On Previous Performance Evaluations Insight on Market Composite Data Employee Recognition Message Job Category Landing Pages Goal Creation SMART Team Goals Giving Feedback

Career Summary for Growth Enhance Manager Performance Evaluations Generate Survey Questions SR Response from Knowledge Article Tax Withholding Assistant Career Site Content Assistant

Performance Feedback and Development Tips Performance Review Summary Candidate Experience Summary Generate Email Message Response for Candidates Generate Text Message Response for Candidates

Simultaneous Email and Text Message for Candidates AI Guided Journey Using Preferred LLM Recommend Rules for Approval Engine Keywords Creation for Career Site Asset Selection Goal Evaluation Summary

Suggest Profile for Job or Position Subject Line, SMS, Push Assisted Authoring Email and Landing Page Assisted Authoring Products and References Assisted Authoring Win Stories from Won Opportunities

Short-form Authoring + Open Rate Predictions Intelligence Data Mapping Generate List of Inspection Characteristics Generate Account Summary Generate Outreach Email Generate Interview Summary

Knowledge Article from SR Chat Assistance Knowledge Article from Source Doc Candidate Assistant Q&A Job Posting Assisted Authoring in Fusion Interviews

SR Summarization Chat Summary for Wrap Up Notes Chat Summarization Question Answering in Search (KM) Choose Attributes for Summarization

HelpDesk Request Summarization Generate New Supplier Recommendations Win Story Assisted Authoring 10-K Summarization Generate Item Descriptions

Generate Repair Summary Generate Work Order Notes Generate Negotiation Cover Page Summarize Purchase Order Details Generate Sales Order Change Comments Benefits Advisor Generate Sales Order Acknowledgment

Generate Repair Suggestions from Past Service History Suggest Negotiation Requirements Generate Supplier Qualification Questions Summarize Supplier Registration Attachment Generate Shift Summary for Production Supervisor

Generate Supplier Negotiation Synopsis Supplier Code of Conduct Assistant Generate Description of an Inspection Plan Version Material Handling Assistant Price Change Assistant Generate Shift Notes for Operator Handoff

Maintenance Troubleshooting Advisor Generate Notes For Accrual Adjustments & Reversals Order Import Assistant Quality Inspection Advisor Customer Service Summarization Agent Retirement and Pensions Analyst

Employee Contracts Advisor Shift Scheduling Agent Document IO Agent Ledger Agent Account Reconciliation Agent Payments Agent Expense Policy Agent Project Management Agent

Profitability and Cost Management Agent Contextual Data Exploration Agent Data Visualization Agent Service Request Triage Assistant Work Order Assistant Field Service Continuous Operations Agent

Service Request Clarification Agent Knowledge Management Generator Field Service Route Optimization Agent Field Service Asset History Assistant About Me for Connections Service Request Category Advisor

Packaging and Sustainability Assistant Contracts Researcher Agent Customer Account Researcher Agent Supplier Portal Support Advisor Procurement Policy Advisor Claim Policy Advisor Discretionary Discounting Advisor

End-to-End AI

100+ Generative AI Features



JD Edwards Customers Stories



“How can we service our customers smarter leveraging data from our CRM solution?”

Vevin Kumar
Lead Software Engineer
Martin Marietta

Martin Marietta realizes the potential of their Digital Gold

- Third-party CRM replaced with JDE by leveraging UX One, E1 Pages, and Orchestrator
- Valuable Data in CRM but only visible to sales team in reports
- Leverage AI using Large Language Model (LLM)

Chatbot to access JDE for order details, approvals and product availability allows sales reps to interact with JDE in Natural Language mode



AG Jeans delivers real-time insights to ensure seamless Business Operations

- Completed journey to JD Edwards Release 24
- JD Edwards Orchestrator for integrations to third-party products including E-Commerce
- Oracle Cloud Infrastructure (OCI) for scalability and performance
- Oracle Autonomous Database to reduce administration
- Oracle Analytics Cloud to enable AI/ML journey

“How can we become an agile and innovative organization?”

Sriram Krishnamurthy
Chief Information Officer
AG Jeans



“How can we evolve from human driven interactions to machine autonomous decisions?”

Cheryl Working
Assistant Manager of IT
Ford Meter Box

Ford Meter Box explores AI to enhance Decision Making

- Leverage the JDE digital platform for task automation
- Adopt JDE key capabilities that were underutilized
- Real-time insights to maximize business opportunities
- Optimize business processes to drive increased efficiencies
- Recommend forecast changes in real time
- Improve management of master data