

ORACLE CRM ON DEMAND INTEGRATION PACK FOR JD EDWARDS WORLD



LEVERAGES EXISTING ORACLE APPLICATIONS

KEY FEATURES:

- Consolidate customer and product data
- Synchronize customer and product data in real-time
- Provide a true 360 degree view of your customers
- Enable a complete Lead-to-Order business flow

KEY BUSINESS BENEFITS

Gain a complete customer view:

- Ensure consistent customer and product data across all applications
- Arm salespeople with critical information
- Enable personalized, knowledgeable service

Improve sales team productivity:

- Provide consistent user interface for front- and back-office information
- Increase efficiency and effectiveness by reducing errors and re-work
- Allow sales agents to spend more time with customers
- Facilitate information-driven customer interactions

Rapidly integrate with Oracle CRM On Demand:

- Reduce implementation time of mission-critical applications
- Speed time to value
- Use minimal IT resources

The Oracle CRM On Demand Integration Pack for JD Edwards World creates a seamless front- and back-office user experience by connecting Oracle CRM On Demand with JD Edwards World at the data, user interface and business process levels. Leveraging Oracle's Fusion Middleware and Application Integration Architecture, this pre-built integration combines ease of use and rapid deployment capabilities of Oracle CRM On Demand with JD Edwards World and can be easily extended to meet the unique requirements of your organization.

Gain a 360-Degree Customer View

With the Oracle CRM On Demand Integration Pack, your sales team benefits from a 360-degree view of critical customer information such as opportunities, quotes, orders, invoices, and service requests. This provides sales representatives with better customer insight, resulting in more effective customer interactions. Your sales agents work from the same customer records and product data that you have previously established in JD Edwards World. When salespeople need to create a new customer record or add an additional contact during their day-to-day activities, the Oracle CRM On Demand Integration Pack allows these new records to be synchronized between JD Edwards World and Oracle CRM On Demand. The pre-built integration ensures accurate and consistent customer data across your back- and front-office applications.

Improve Sales Agent Productivity

The Oracle CRM On Demand Integration Pack for JD Edwards World provides support for critical business flows, which increases the productivity of sales professionals by enabling them to spend more time with customers and less time on administration. The Lead-to-Order business flow enables organizations to accurately track lead conversion data to incrementally improve sales and marketing effectiveness. With the Opportunity to Quote/Order business flow, Oracle CRM On Demand sales opportunity information may automatically be converted to a JD Edwards World Quote or Order once qualified and ready for submission. With the Oracle CRM On Demand Integration Pack, sales agents benefit from a seamless user interface experience without the need to manually toggle between front- and back-office applications to complete order execution.

A COMPREHENSIVE SOLUTION

The Oracle CRM On Demand Integration Pack for JD Edwards World is designed to work with other JD Edwards World CRM products, including:

- Advanced Pricing
- World Distribution
- World Financials

RELATED PRODUCTS AND SERVICES:

- Oracle CRM On Demand
- JD Edwards World
- Oracle Call Center On Demand
- Oracle Consulting Services



With the Oracle CRM On Demand Integration Pack, users can create and update JD Edwards World Quotes and Orders directly from within Oracle CRM On Demand.

Enable Rapid Integration

The Oracle CRM On Demand Integration Pack for JD Edwards World provides a prebuilt connector to integrate your existing JD Edwards World applications with Oracle CRM On Demand. This prebuilt integration is based on Oracle's Application Integration Architecture, an open, standards-based framework for creating cross-application business processes, and is built with Oracle Fusion Middleware. The Oracle CRM On Demand Integration to JD Edwards World requires minimal IT resources, allowing for rapid deployment to help reduce total cost of ownership. In addition, Oracle's prebuilt integrations are designed to be easily extended and evolved as your business changes, allowing you to respond to unique customer and market requirements with greater agility and flexibility.

Oracle's CRM Innovation and Leadership = The Oracle Advantage

With more than 30 years experience and innovation in enterprise software, including 14+ years of CRM leadership, Oracle delivers a comprehensive on demand CRM solution teamed with the industry's leading suite of business applications – all managed and maintained by Oracle. This is why thousands of leading firms depend on Oracle to help drive front- and back-office business processes.

For more information on how the Oracle CRM On Demand Integration Pack for JD Edwards World can empower your business, please visit crmondemand.oracle.com or call 1.866.906.7878 to speak to an Oracle sales representative.

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