

JD EDWARDS ENTERPRISEONE SERVICE MANAGEMENT

ORACLE

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PRODUCT HIGHLIGHTS

- Expand and individualize customer service offerings
- Streamline problem resolution
- Improve service profitability

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 sophisticated call center management capabilities that give you the ability to:

- Direct calls to specific service groups based on the product or customer characteristics that you specify
- Define workflow for each level of service priority and escalation
- Arm your customer service staff with 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 in relation to that value. To act on this knowledge, you have flexibility for:

- 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.

Feature/Function Highlights

- Service order entry
- Customer preference profiles
- Automatic installed-base record creation
- Product ownership history
- Multiple search criteria
- Customer self-service options
- Internet access
- Flexible returned goods handling
- Central service contract database
- Configurable service types
- Contract renewal management
- Multichannel contact center management
- Flexible call routing
- Service order quotation
- User-defined pricing
- On- and off-site service support
- Automatic tracking of repair phases
- User-defined escalation workflows
- Multiple billing frequencies
- Online parts search
- System-generated invoices
- Preventive maintenance orders
- Multiple data collection devices
- Flexible reporting

Solution Integration

This module is designed to be integrated with these 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 Order Management
 - Advanced Pricing
 - Sales Order Management
- JD Edwards EnterpriseOne Supply Chain Execution (Logistics)
 - Inventory Management
- JD Edwards EnterpriseOne Supply Management
 - Procurement and Subcontract Management

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