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JD Edwards EnterpriseOne CRM Service Management

Common Customer Relationship Challenges

CHALLENGES

- Unable to provide 24x7 customer service
- Lack of customer information impedes exceptional customer service
- Unable to easily match customer profile data with sales & service histories
- Unable to track follow-up activities



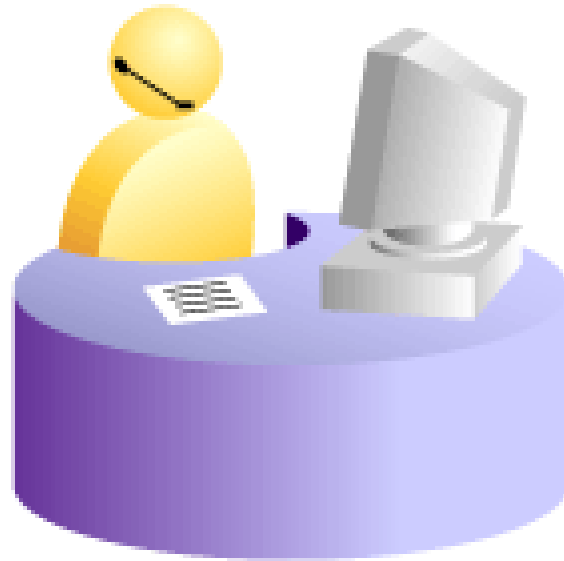
CAPABILITIES

- Single embedded customer data base
- Comprehensive, 360 degree view of customer interactions
- Customer Self Service portal provides 24x7 sales and service
- Trouble shooting tools help reduce service requests



VALUE

- Greatly enhanced customer experience and satisfaction
- Decreased response and resolution times
- Increased self service capabilities
- Better coordination and access to key customer data among departments



What is Service Management in JDE E1?

Service Management Components

- Equipment Information Mgmt
- Contract Management – Service and Supplier
- Work Order Management
- Warranty Claim / Supplier Recovery
- Failure Analysis / Solution Advisor
- Branched Scripting
- RMA – Return Material Authorization
- Preventive Maintenance

Benefits of Service Management

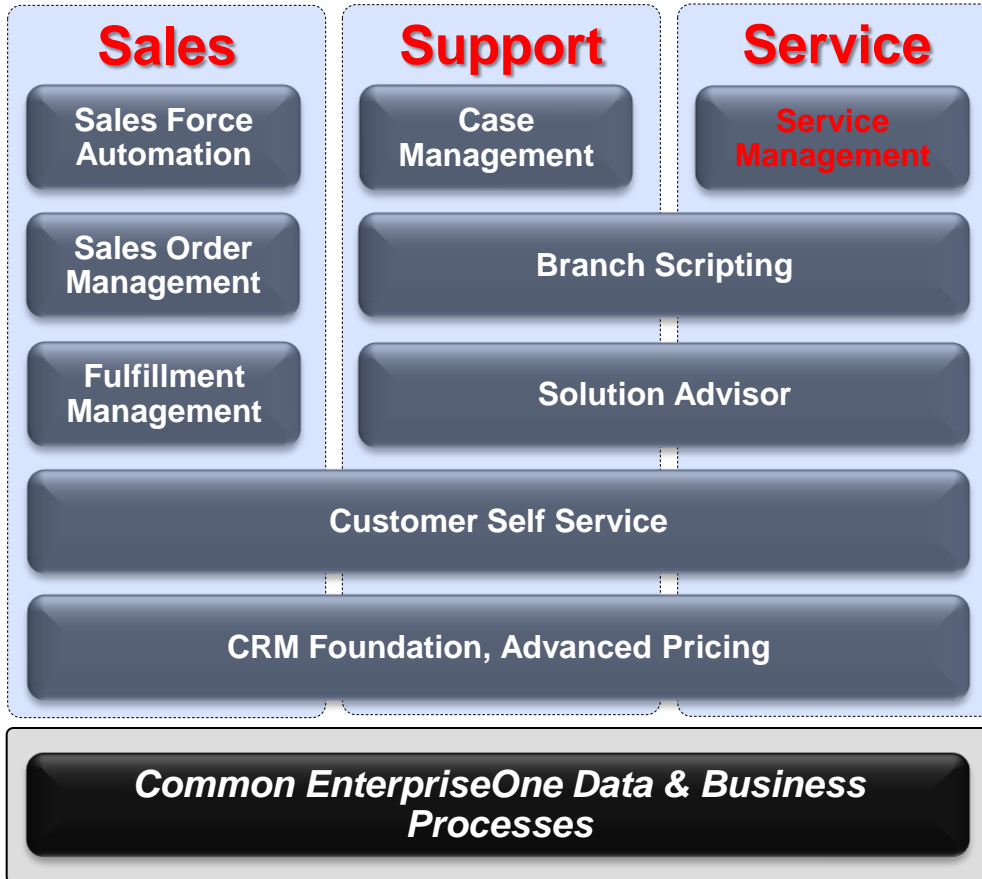
The Service Management system can help to retain customers by:

- Providing world-class customer responsiveness
- Operating efficient and cost-effective customer service processes
- Achieving maximum service revenue on services

Making customer service more efficient, profitable, and customer-centric is the goal of the JD Edwards EnterpriseOne Service Management solution.

JD Edwards EnterpriseOne CRM at a Glance

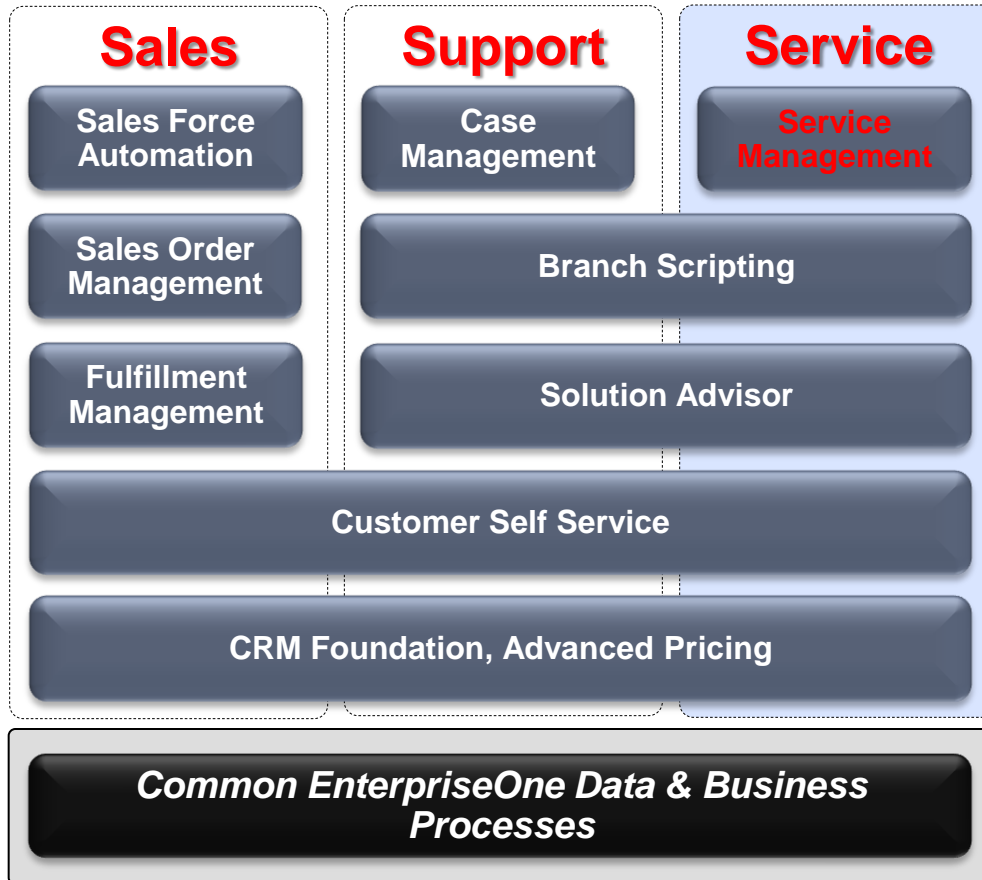
Complete, Integrated, Flexible



- ✓ Lead to Order
- ✓ Request to Resolve
- ✓ Install to Maintain

JD Edwards EnterpriseOne CRM at a Glance

Complete, Integrated, Flexible

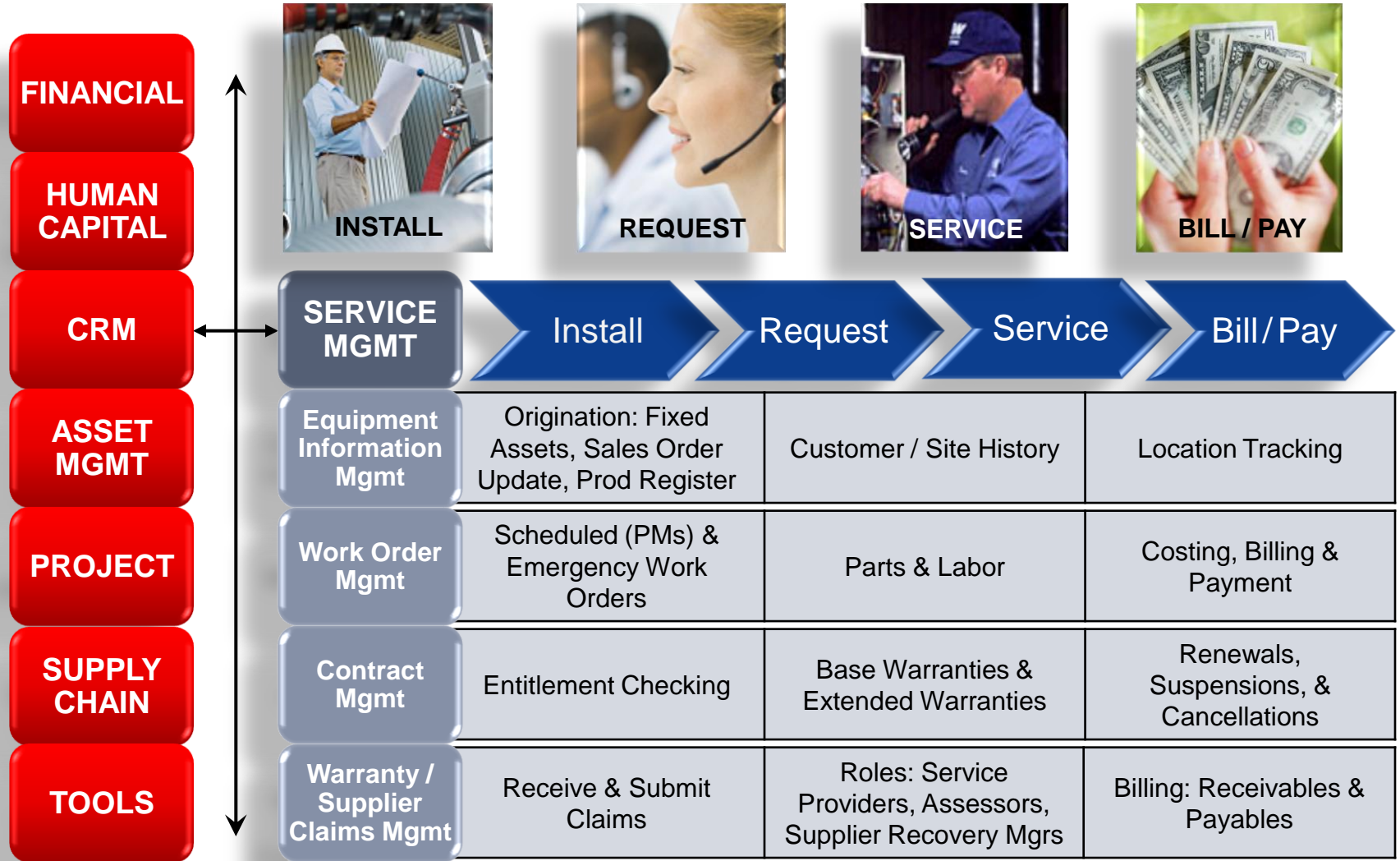


Install to Maintain

- ✓ Access customer 360°
- ✓ Track installed equipment:
 - Customer location/status
 - Site location/status
- ✓ Service entitlement
 - Service contracts
 - Warranties
 - Supplier contracts
- ✓ Service work orders
- ✓ Bill for services

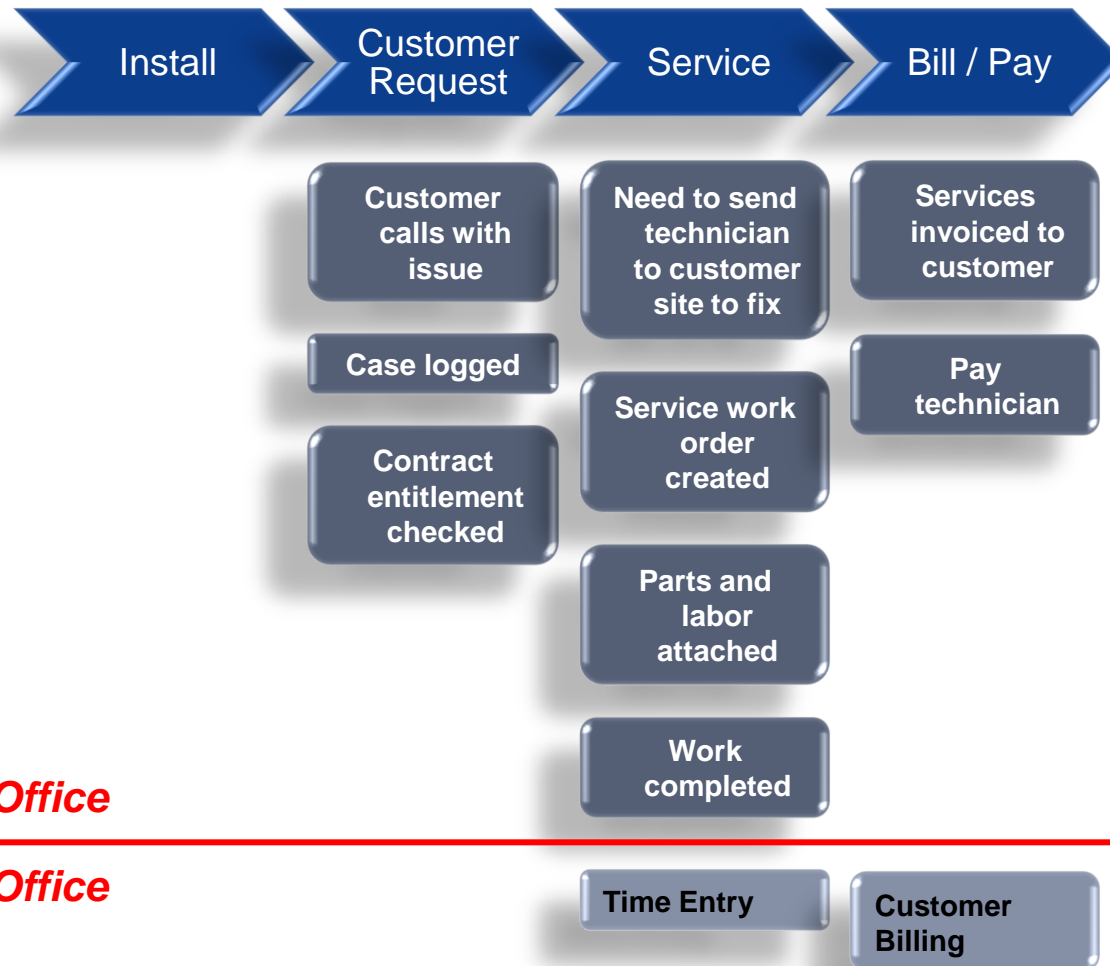
JD Edwards EnterpriseOne CRM Service Management

Single System, Seamless Integration



JD Edwards EnterpriseOne CRM Service Management

Install to Maintain



Front Office

Back Office

Implementing The Vision

Contract to Services Execution Process

Service Providers Must Focus On:

1

Aggressive Revenue Generating Strategies

- Identify and target customers for new service offerings



Drive New Business and Extend Value of Existing Customers

2

Margin Improvement Through Cost & Contract Management

- Minimize revenue leakage by ensuring contracts are priced and billed accurately



Improve Cost Controls and Proactively Manage Contract Profitability

3

Service Execution As A Strategic Differentiator

- Provide service, capture costs and perform according to contracted entitlements



Ensure Consistent Service Delivery

4

Driving Profitable Growth Through Real Time Metrics

- Give managers and executives the tools for in-depth business analysis



Drive More Informed and Agile Business Decisions

Service Work Order – 1 Click Navigation

The screenshot shows the Oracle Service Work Order interface. At the top left is the Oracle logo. Below it is a breadcrumb trail: "Create Cases - Service Work Order - Manage BROKEN PARTS NEEDS FIX (57347/SV)". A red box highlights a set of navigation tabs: "Service Work Order", "Parts", "Labor", "Solution", "Status History", and "Related Actions". A red arrow points from the text "1 click access" to the "Related Actions" tab. Below the tabs are buttons for "Save Changes", "Undo Changes", and "Close". The main content area displays fields for "Order Number" (57347), "Case Number" (721), "Unit Number", "Branch" (310), "Inventory Item Number" (58209), "Description" (BROKEN PARTS NEEDS FIX), and "Failure Description" (BROKEN PARTS NEEDS FIX). A second red box highlights a set of tabs: "Order Detail", "Planning", "Classification", "Accounting", "Attachments", and "Supplier Recovery". To the right of the interface is a grey box containing a checklist of features, each with a red checkmark:

- ✓ Parts
- ✓ Labor
- ✓ Solution
- ✓ History
- ✓ Related Actions
- ✓ Accounting
- ✓ Work Order Details
- ✓ Planning
- ✓ Attachments
- ✓ Supplier Recovery

Service Work Order – 1 Click Navigation

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Create Cases - Service Work Order - Manage BROKEN PARTS NEEDS FIX (57347/SV)

Service Work Order | Parts | Labor | Solution | Status History | Related Actions

Detail | [Related Links](#)

Save Changes

Undo Changes

Close

Entitlement:

[Verified](#)

Order Number	57347	SV	Type	Y	On-site Repair
Case Number	721		Customer Number	71175	
Unit Number			Site Number	71175	
Branch *	310		Product Model	SWMA	
Inventory Item Number	58209		Product Family	SWM	
Description	BROKEN PARTS NEEDS FIX				
Failure Description	BROKEN PARTS NEEDS FIX				

Order Detail | Planning | Classification | Accounting | Attachments

Contact Information

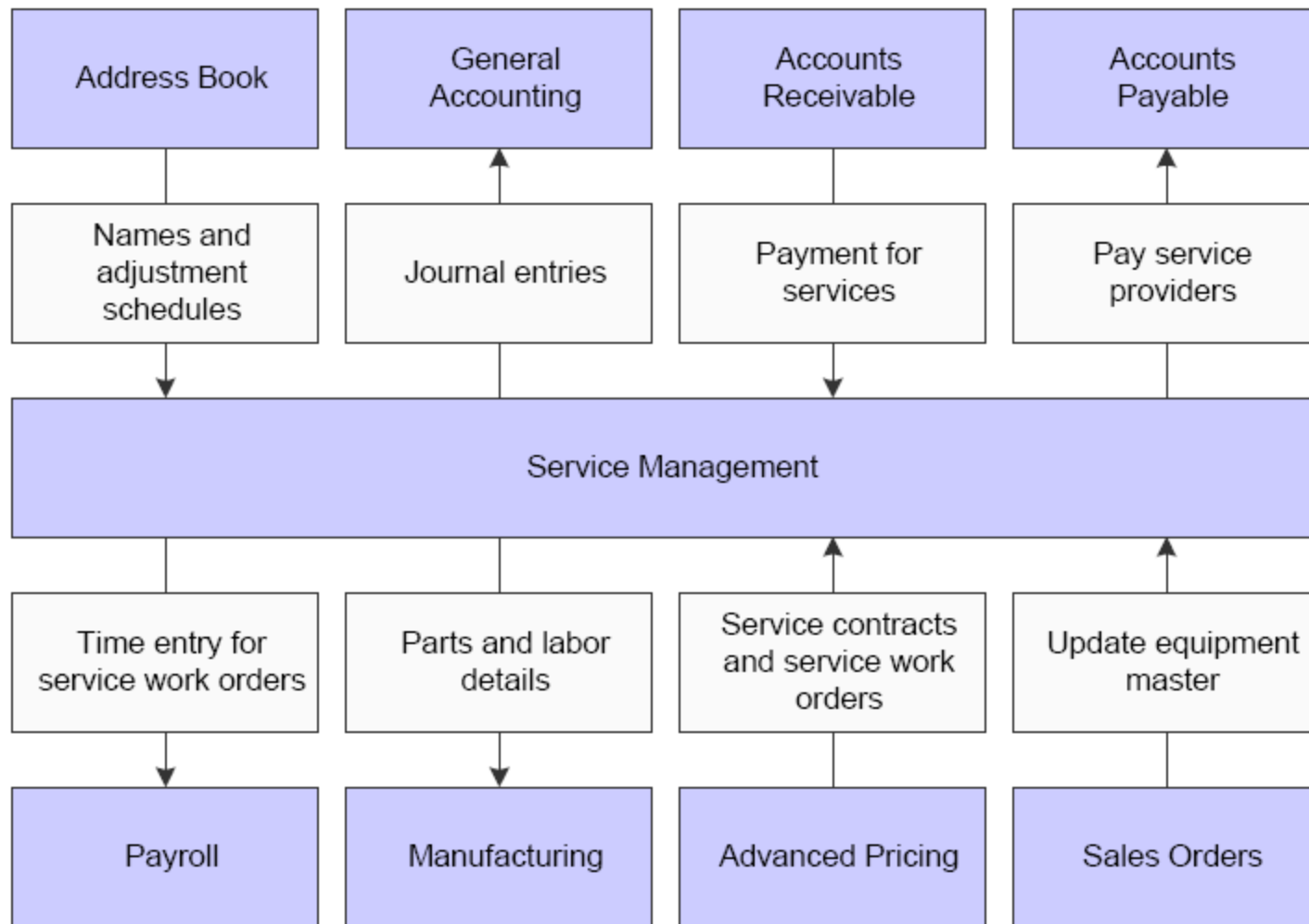
Requestor Reference	
Contact Number	71175
Contact Name	QS DISTRIBUTION
Phone Number	

Service Management Benefits:

- ✓ Improves the efficiency of your field technicians
- ✓ Reduces the number of returned visits
- ✓ Reduces days sales outstanding with quicker billing and collection

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Integrations with Service Management



CRM Service Management Summary:

Greater Customer Insight

- *In tune with customer needs and values*
- *Leverage knowledge to extending product / service offerings*

Increased Customer Access

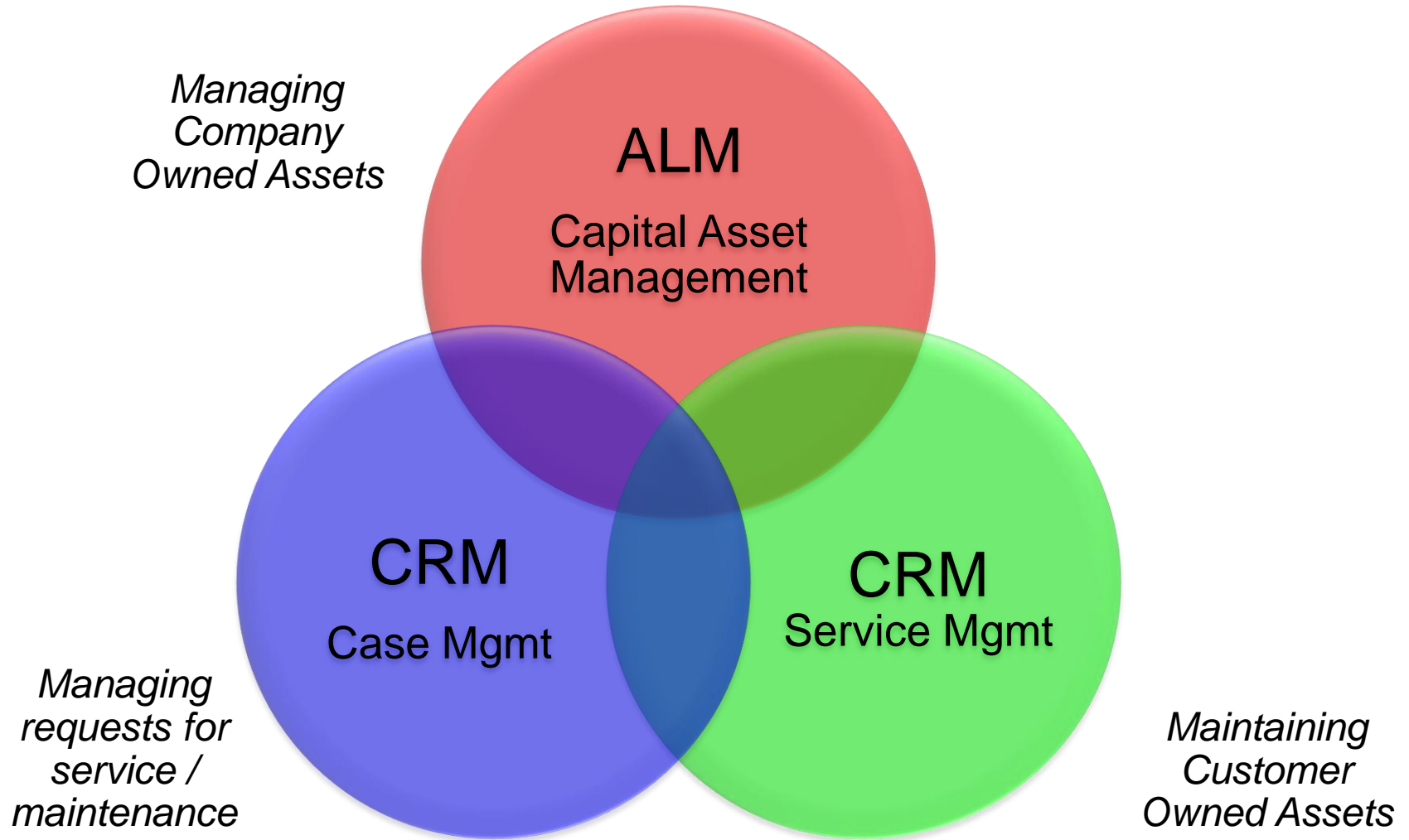
- *Deliver on customer expectations*
- *Enhanced competitive advantage*
- *Shared key customer data*

Effective Customer Interactions

- *Increased customer satisfaction*
- *Increased responsiveness, decreased resolution time*
- *Targeted interaction*

JD Edwards EnterpriseOne Product Areas

Enabling End-to-End Business Processes for Maintenance Management



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