

JD Edwards EnterpriseOne One View Reporting for Service Management



KEY FEATURES AND BENEFITS

- Empowers end users to design, create, run, and share reports to meet business needs
- Intuitive and powerful process that does not require complex skills
- Reduce the backlog of user requested reports with IT
- Enhanced real-time decision making through the use of interactive reports with lists, charts, graphs and tables
- Intuitive, user-friendly reports designed to improve business productivity
- Easy access to any level of detail required to make informed business decisions using drill-down capabilities
- Real-time access to critical operational data
- Visibility into business information directly from JD Edwards applications
- Single reporting solution for all JD Edwards modules and custom applications
- Embedded administration and management of reports

Access to real-time data in an easy-to-consume format is no longer a luxury for employees; it is a necessity and an essential part of achieving operational excellence. One View Reporting enables users to access and personalize transaction data into lists, charts, graphs, and tables, thus simplifying the consumption of information. Casual and power users alike will appreciate the simple yet robust, integrated reporting with all JD Edwards EnterpriseOne applications.

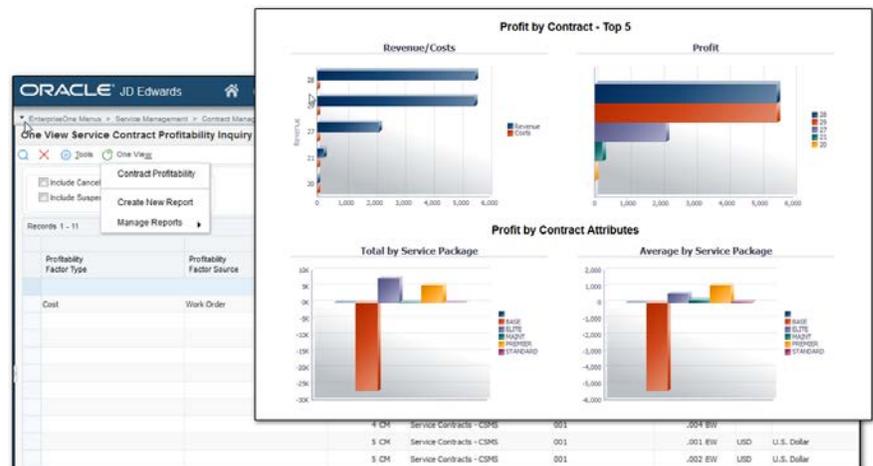


Figure 1. One View Reporting for Service Management

The JD Edwards EnterpriseOne reporting capabilities are designed to deliver personalized access to information critical to your business processes. One View Reporting is all about delivering the right data to the right person, right now. Clear and concise views over operational activities lead to more effective decision making and improved productivity. One View Reporting's intuitive interface empowers end users with the flexibility to create personalized transactional reports without the need for IT assistance.

One View Reporting for Service Management

One View Reporting for Service Management improves insight across your customer service business to ensure service commitments are being met, backlogs are not building up, and service contracts are profitable. Users have the choice and flexibility of reporting based on case commitments, contract attributes, and contract profitability.

They have visibility into equipment usage, status, or location history, in addition to reporting on renewal fees associated with licenses and permits. Evaluate fulfillment of preventative maintenance compared to planning and gain insight into completed, overdue, and upcoming preventative maintenance schedules. Analysis of work orders is available for a myriad of dimensions and attributes such as aging, load, completion timeliness, and estimated vs. actual costs and hours. Planners and supervisors can easily see where work orders are delayed and where efficiencies exist. Compare work order loads for past periods; see how incoming rates relate to scheduled loads and completed work orders for each period.

One View Service Management delivers a set of high-value reports to help keep your customer service organization on track. Reports include service contract profitability, case aging, expired-expiring contracts, preventive maintenance analysis, work order analysis, equipment status analysis, equipment location analysis, and many others. Improve bottom-line performance for equipment through detailed and summarized reports.

JD Edwards EnterpriseOne One View Reporting

JD Edwards EnterpriseOne One View Reporting enables end users to access data from simple to sophisticated reports using JD Edwards EnterpriseOne interactive applications with Oracle BI Publisher layout reporting and distribution features. One View Applications combine essential transaction data and master data, including associated descriptions and category codes, previously not available. Users can view data in the exact layout they want using all the advanced capabilities of Oracle BI Publisher. One View Reporting provides a large library of predefined reports designed to answer the most common business questions. Delivered reports can be personalized by end users as needed and additional reports can be defined without IT support. The complexity of data models, table joins, and business views are masked from the end user to ensure intuitive reporting experiences. One View Reporting provides users a simplified and clear view of the essential data necessary to effectively execute business processes.

The power of One View Reporting comes from the extensive number of applications, reports, and report components. These solutions address the most common and highly demanded business questions, enabling you to realize value from day one.

CONTACT US

For more information about JD Edwards EnterpriseOne, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

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