

# Oracle Mobile Solutions for Oracle E-Business Suite and JD Edwards

## ORACLE<sup>®</sup> MOBILE CLOUD SERVICE

*“More than half of all enterprises estimate that productivity in their organizations would increase by 40% or more if all of their enterprise apps were made mobile”*

“THE PRODUCTIVITY PAYOFF OF MOBILE APPS AT WORK”, [HARVARD BUSINESS REVIEW](#)

Enterprise mobility is here to stay, but many customers are still bound to their desktops due to the lack of a mobile solution. Either that, or existing mobile solutions cannot be easily extended or customized to satisfy unique and demanding business requirements, may also lack “mobile first” capabilities such as push notifications, offline/sync and location services, nor offer insights into the effectiveness of the mobile strategy.

In keeping with the “Build Better Apps Faster with Oracle Mobile” theme, Oracle now offers fully extensible mobile solutions for Oracle E-Business Suite and JD Edwards that addresses these issues and more.

### Mobile Self Service for Oracle E-Business Suite

B2C apps have set a very high bar for creativity and user experience; as a consequence, users have similar high expectations from the B2E apps that they use every day at work. This is especially important given today’s changing employee demographics and the expectation “there will be an app for that”. Many HR tasks (vacation requests and approvals, for instance) can be performed anytime, anywhere without being tethered to the desktop. Mobile enabling such tasks leads to real time decision making with quick turnaround. It is no surprise that recent studies have shown the use of mobile HR apps significantly improves job satisfaction and productivity, as well as aiding employee retention and recruitment.

#### MOBILE SELF SERVICE FOR ORACLE E-BUSINESS SUITE

- Empowers employees to complete their HR tasks anytime, anyplace, on any device
- Creates productive and engaging user experience, aids in employee retention and recruitment
- Accelerates HR related workflows and processes with informative alerts and notifications



Figure 1. Mobile Self Service for Oracle E-Business Suite

**MOBILE FIELD SERVICE FOR ORACLE JD EDWARDS**

- Provide Field Service Technicians real time access to customer data at point of service
- Increase fix rates with accurate inventory and diagnosis, reducing repeated site visits
- Improve response and decision making in the field via real time visibility on work status, location and performance

**Mobile Field Service for Oracle JD Edwards**

The effectiveness of a mobile Field Service app increases exponentially when technicians have real time access to data hosted on multiple backend applications (customer provisioning, billing, inventory) at the point of service; are able to receive notifications and alerts in real time; be integrated with social networks to foster a collaborative process as well as having their schedules integrated with products such as Oracle Field Service Cloud to optimize the routing of service request. As Field Service technicians often work in remote locations with unreliable network coverage, a high performant offline experience is also critical for them to be successful.

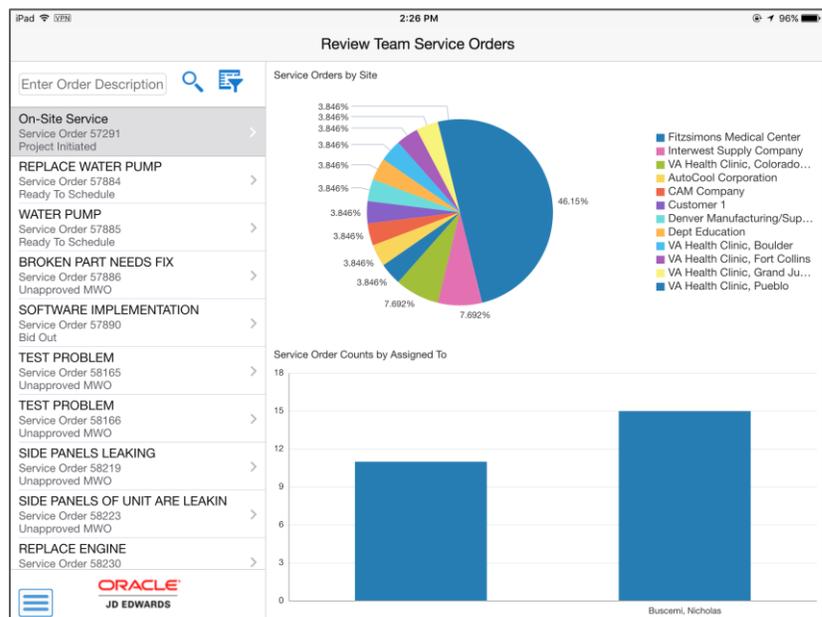


Figure 2. Mobile Field Service for Oracle JD Edwards

**Mobile Solution Details**

The new Mobile Solutions are built using Oracle Mobile Cloud Service – an enterprise grade Mobile Backend as a Service (MBaaS) solution that provides a rich set of mobile platform and client development services to link mobile developers with enterprise data sources and empowers them to create engaging mobile experiences in a simple, intuitive manner. Oracle is providing the solutions as near turnkey samples with full source code (JavaScript for Self Service Solution, Mobile Application Archives for Field Service Solution) as well as all the artifacts required to integrate with the backend application.

**Key Benefits**

- Mobile access to key HR self-service (vacation requests, time cards, approvals, etc) and Field Service (manage service equipment, add incident, inventory availability, create/manage work orders, etc) tasks
- Empower employees with modern mobile apps with intuitive user experience and

**ORACLE MOBILE SOLUTION BENEFITS**

- Fully extensible, near turnkey solutions built using Oracle Mobile Cloud Service.
- Eliminate complexity of connecting to backend applications, via Oracle built connectors
- Analyze and measure adoption trends, mobile application usage and deployment statistics as well as use work flow patterns to diagnose potential bottlenecks -- via built in Analytics support

**RELATED PRODUCTS**

Oracle Mobile Cloud Service is tightly integrated with many services in the Oracle Cloud Platform.

Together, Oracle Cloud Platform provides a complete end-to-end modern enterprise platform in the platform.

- Document Cloud Service
- Sites Cloud Service
- IoT Cloud Service
- Integration Cloud Service
- Process Cloud Service

Details on Oracle Cloud Platform:

<https://www.oracle.com/cloud/paas.html>

self-service capabilities that allow them be more productive - anywhere, anytime, at their convenience.

- Eliminate complexity of connecting to backend applications via pre-built connectors from Oracle. Backend applications do not require any special modifications or upgrades.
- Extensible solution: Iteratively augment mobile application with additional services and data from multiple systems of records. Ability for enterprise to scale beyond first mobile app.
- Mobile apps built can be reused even after backed apps are modernized.
- End to end solution, provided and supported by Oracle

**Availability**

All MCS customers have access (at no additional cost) via the “Solution Downloads” link in the MCS Console. In addition to the source code, there is documentation on the solution architecture, configuration and setup as well as information on how to customize the apps. Customers also have the option of working with an Oracle partner to build additional extensions specifically tailored for their business requirements using these solutions.

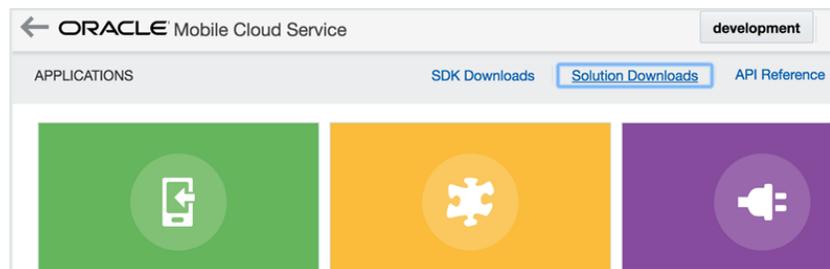


Figure 3. Oracle Mobile Cloud Service Console

**More Information**

For details on how you can Simplify Enterprise Mobility using the Oracle Mobile Platform, see <http://www.oracle.com/mobile>

**ORACLE****CONTACT US**

For more information about Oracle Mobile Solutions, visit [oracle.com](http://oracle.com) or call +1.800.ORACLE1 to speak to an Oracle representative.

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**Integrated Cloud Applications & Platform Services**

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