

# Oracle Artificial Intelligence with Oracle JD Edwards EnterpriseOne

Benefit from Oracle Artificial Intelligence with Oracle JD Edwards EnterpriseOne to achieve better productivity, higher efficiencies and drive higher levels of innovation

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## Purpose statement

This document provides an overview of how JD Edwards is enabling customers to take advantage of Oracle's investment in AI with Oracle JD Edwards EnterpriseOne Release 9.2. It is intended solely to help you assess the business benefits of upgrading to EnterpriseOne Release 9.2 and implementing the AI services described.

The intended audience for this document includes senior management and key decision makers of organizations who are interested in understanding the benefits of using Oracle Artificial intelligence with Oracle JD Edwards EnterpriseOne.

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## Executive Summary

Artificial Intelligence (AI) represents a transformative technological breakthrough that is reshaping the IT landscape and redefining business operations. This paradigm shift has been driven by advancements in machine learning, particularly the evolution of Large Language Models (LLMs) such as OpenAI's ChatGPT, alongside other AI technologies. AI encompasses a wide array of capabilities such as image, speech, and document recognition, as well as natural language processing (NLP), that can be used across various industries and sectors for obtaining insights, improve operational efficiency, make accurate predictions, detect anomalies, automate repetitive tasks, and enhance decision making, all while saving time and reducing costs.

Oracle has made significant strides to enable its customers to benefit from the power of AI by delivering intelligence capabilities at various levels of the Oracle Cloud ecosystem. These innovations span across infrastructure, data platforms, Oracle Cloud Infrastructure (OCI) services, and SaaS applications. For instance,

- **Infrastructure:** OCI delivers high-performance hardware solutions, such as the OCI supercluster with Remote Direct Memory Access (RDMA) networking, optimized for processing demanding AI workloads.
- **Data Platforms:** Innovations like AI Vector Search in Oracle Database 23ai allow AI to operate directly where data resides, eliminating data silos and enhancing analytics.
- **AI Services:** Oracle offers an extensive library of AI services across categories such as Generative AI, Generative AI Agents, Document Understanding, Vision, Speech, Language, and Digital Assistants. These services include pre-trained models and customizable options, empowering businesses to address specific use cases with precision.

By embedding AI at multiple levels, Oracle empowers customers to tackle a diverse set of business challenges with tailored solutions allowing organizations to automate time-consuming processes, derive actionable insights from vast data sets, predict future trends, and make informed decisions faster, which in turn provide the ability to redirect resources towards strategic initiatives.

Oracle JD Edwards EnterpriseOne empowers you to take advantage of Oracle's investments in intelligence capabilities throughout the technology stack and Oracle's AI infrastructure, Machine Learning platforms, and AI services.

## Oracle's AI Strategy

AI has been evolving rapidly over the past few years and it has been game changing in several industries. With newer AI models being developed every week, the frontiers of AI are ever expanding with newer applications and use cases emerging every single day. With its wide range of applicability, the interest in AI is also growing with businesses looking for newer ways by which they can take advantage of AI and its capabilities and improve their business with:

- 1) **Better productivity:** AI can help businesses to automate manual and tedious tasks to improve productivity. It can automate mundane and repetitive tasks which improve the business processes and help in achieving the outcome quicker. It also eliminates human error. For instance, tasks that involve manual review of large documents or material and entering the details into the system, like invoice processing or item inspection can be automated with AI making it faster and accurate.
- 2) **Improved efficiencies:** AI can help businesses achieve more with less. With the power of AI, large amounts of data can be processed faster, and deep insights can be obtained that can aid in faster decision making and improving efficiencies of the business. For instance, processing of financial data such as account receivables or payables for a financial quarter to identify problem areas require multiple skilled people to be involved for days or months. With AI, it is possible to analyse the data in hours and quickly decide on next steps to address the problem areas.
- 3) **Drive higher levels of innovation:** AI will play a key role in the future of innovation at organizations. AI can help organizations harness data in new ways that were never possible before and derive actionable and strategic insights. With improved automation of the business processes, AI results in significant savings in

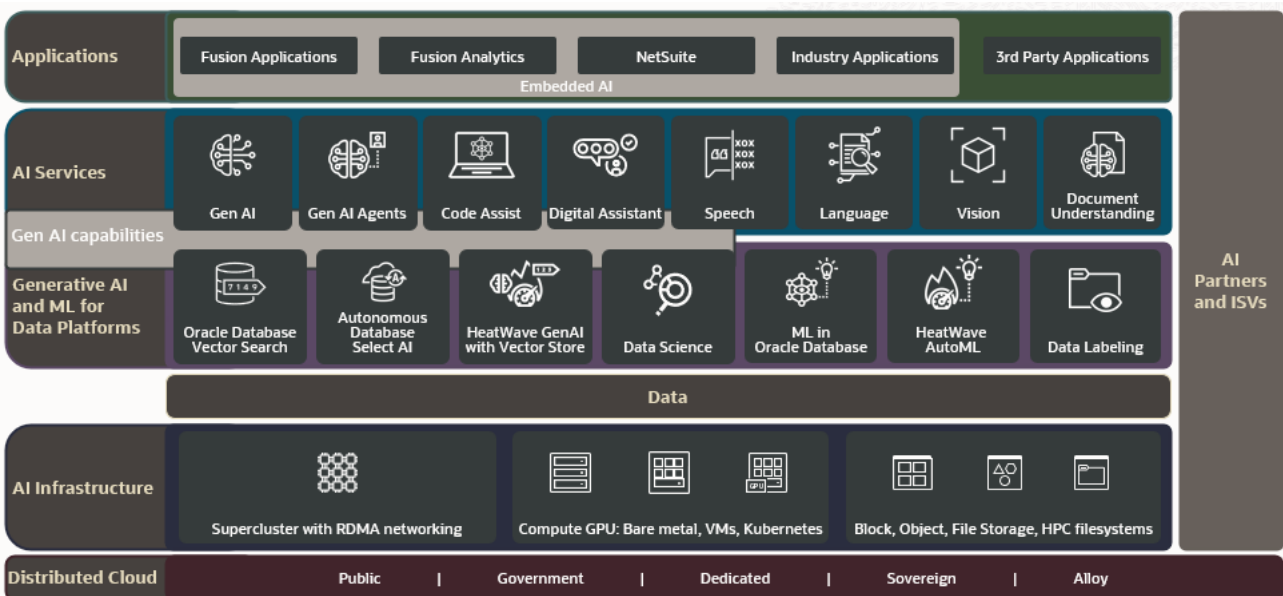
cost and labor that can be invested in strategic initiatives that help in achieving the organizational goals. For instance, AI can help a production manager with production scheduling and assist in rescheduling work orders for optimized production based on real-time demand and inventory changes, which frees up the time of the production manager to focus on other areas that require expertise.

- 4) **Better customer and user experience:** User experience can be redefined and reimagined with AI. AI can help in advancing and simplifying the user journeys within the business applications. Business users have been accustomed to using various forms of AI in their day-to-day applications and are expecting the same experience with business applications as well, which makes it important for business applications to adopt AI. AI aids in simplified interaction with the business applications and provides seamless and consistent experience to the users. For instance, a business process that requires users to navigate through multiple screens and enter data in different forms can now be automated with an AI assistant that provides a chat-like interface to take few inputs and complete the business process while allowing the user to also ask questions about business data.

Oracle’s AI strategy is built around the reality that enterprises work with AI through different modalities: Infrastructure, models, and services, and within applications. First, Oracle provides a robust infrastructure for training and serving models at scale through the OCI supercluster powered by the latest GPUs in the market connected together with ultra-low latency RDMA over converged ethernet. This provides a highly performant, cost-effective method for training AI models at scale. Second, Oracle provides easy-to-use cloud services for developers and data scientists to utilize in fully managed implementations. This enables OCI customers to add AI capabilities to their own applications and workflows through simple APIs. Third, Oracle embeds AI models into applications and workflows that business users use every day. AI is embedded into Oracle Fusion, NetSuite, and in the vertical software-as-a-service (SaaS) portfolio to create solutions that provide organizations with full power of AI immediately. To know more, see [Oracle AI Strategy](#).

AI is pervasive across the Oracle cloud ecosystem at various levels. Oracle AI helps your applications derive insights from your data and enables you to consume your data in new ways, whether it is preparing your data with AI so you can drive valuable analytics or using AI on top of your data to make more informed decisions and predictions for your business.

As the world’s leading enterprise applications provider, Oracle has gained experience from working with thousands of customers to discover how customers want to use AI to improve their processes and results.



The foundation for all AI workloads is the infrastructure. At the infrastructure level, OCI provides compute bare metal instances and Virtual Machines. OCI also provides the flagship OCI supercluster with RDMA networking which provides high-performance hardware for AI workloads. To store the data required for the AI workloads, OCI provides High Performance Computing (HPC) file systems and other storage options.

Machine learning is now part of Oracle's data platforms. The OCI Data Science offering provides you with a managed end-to-end environment for building, deploying, and managing your machine learning models. The AI Vector Search in Oracle Database 23ai provides machine learning capabilities where the data resides. The OCI Data labeling service makes it easier to label your text or images and use those labels to customize your own machine learning models, and from there to build shared catalogs.

Oracle is making AI accessible to everyone with OCI AI services. With this toolkit, Oracle enables you to build your own models and the ability to use prebuilt machine learning models and extend applications and solutions, without requiring machine learning expertise. Oracle has built great models and pipelines that were pretrained on Oracle's unique deep industry data, however, you can customize these models with your domain and data. This new set of AI services makes it easy for you to apply AI to your applications and analytics initiatives.

Oracle provides a broad spectrum of AI services catering to different use cases.

- **OCI Generative AI:** OCI Generative AI is a managed service available through API to seamlessly integrate LLMs into a variety of enterprise use cases. It is an easy to use, fully managed service for using generative AI. Oracle has partnered with Cohere and Meta to bring the best models for business into the Oracle platform so they can be used to power the next generation of applications and business processes built on OCI. This is fully hosted on OCI to provide a private and secure communication.
- **OCI Generative AI Agents:** OCI Generative AI Agents combine a natural language interface with generative AI models and enterprise data stores to answer questions and take actions. It enables you to converse with diverse enterprise data sources through natural language without the need for specialist skills or to know the data format or where the data is stored. This service provides a retrieval augmented generation (RAG) agent, which makes enterprise data available to Large Language Models (LLMs) – augmenting LLMs with proprietary information to make the LLMs more useful to the enterprise.
- **Oracle Digital Assistant:** OCI Digital Assistant provides prebuilt skills and templates to create conversational experiences for your business applications through text, chat, and voice interfaces. You can build on the library of templates and create your own custom skills to automate the customer experience. It also comes with prebuilt skills for common business-related tasks like expense reporting and information retrieval.
- **OCI Speech Service:** OCI Speech service performs automatic speech recognition to convert speech to text. It uses Oracle's time-tested acoustic and language models to provide highly accurate transcription for audio or video files across many languages, without needing any data science experience.
- **OCI Language Service:** OCI Language service enables you to easily analyze unstructured textual information to identify language, key phrases, and its sentiment.
- **OCI Vision Service:** OCI Vision is an AI service for performing deep-learning-based image analysis at scale. These models can be used to detect visual anomalies in manufacturing, tag items in images to count products or shipments, and more. OCI Vision can classify images into thousands of categories to simplify common digital asset management scenarios or identify items that need attention.
- **OCI Document Understanding Service:** OCI Document Understanding is an AI service for performing deep-learning-based text analysis at scale. These models can be used to extract text from documents to automate business workflows and more. OCI Document Understanding service can identify key-value pairs, such as expense type, expense amount, tax, and total for expense reporting. It can also identify and classify documents into common categories, such as invoice, receipt, and resume.

Each of these AI services come with prebuilt models available out of the box with which you can easily add AI capabilities into your applications without machine learning expertise. For industry-specific use cases, you can train custom models with your own data. The entire stack of AI capabilities can be used with the comprehensive suite of Oracle applications. For more details on Oracle AI, see [Oracle AI](#).

## Oracle JD Edwards' Strategy for Leveraging Oracle AI

The Oracle JD Edwards EnterpriseOne AI strategy empowers you to take advantage of Oracle's investments in intelligence capabilities throughout the technology stack and Oracle's AI infrastructure, machine learning platforms, and AI services. You can use a combination of the intelligence capabilities, whether it is through OCI services, within SaaS applications, or available through any Oracle technology such as the Oracle Database or on OCI, to solve your business problems and achieve strategic outcomes.

The Oracle JD Edwards EnterpriseOne enablement strategy for AI provides JD Edwards customers with choice and control on the usage and applications of AI for their business processes. When JD Edwards customers choose to adopt AI, they have the opportunity to decide which Oracle AI technology they would like to use from the Oracle stack and where and how they want to use it - whether it will be used to augment any of their existing critical business process flows or will it be used across a group of applications for a particular role, will it be used to automate a business process completely or partially with some human oversight. Based on their expertise with Machine Learning and AI, JD Edwards customers can choose to use OCI services or invest in building complex custom machine learning models to be used with their JD Edwards applications. Additionally, JD Edwards customers who are currently using Oracle Fusion Cloud SaaS applications to extend their JD Edwards applications can take advantage of embedded AI capabilities in products such as EPM. Similarly, JD Edwards customers who run EnterpriseOne on the Oracle Database, can capitalize on machine learning capabilities with Oracle Database 23ai vector search. Finally, JD Edwards customers can benefit from technologies such as OCI supercluster, to build and train AI models.

## Enable Access to OCI AI Services with Oracle JD Edwards EnterpriseOne Orchestrator

With Release 24 (Tools Release 9.2.8.2), the JD Edwards EnterpriseOne Orchestrator is enabled to use the OCI API Signature Version 1 to authenticate to a vast assortment of OCI services including OCI AI services. You can combine the power of JD Edwards Orchestrator with the power of OCI AI services to build innovative solutions to address your business problems with AI. See [Augmenting JD Edwards EnterpriseOne with Oracle Cloud Infrastructure Services](#) for more details on how to configure the JD Edwards Orchestrator to authenticate to OCI AI services using some sample use cases.

## Conclusion

Oracle JD Edwards continues to focus solutions on Automate, Optimize, and Transform—including helping businesses consume advanced technologies to improve productivity and efficiencies while minimizing manual tasks. OCI offers advancements in the form of infrastructure, data platforms, and AI cloud services. The ability to integrate JD Edwards with Oracle's AI cloud services enables businesses to use their existing data to obtain deep insights, improve decision making, and reduce costs. Leveraging these AI services extends the value already realized from JD Edwards to further optimize growth potential.

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