

DIGITAL EDGE SOLUTION FOR ORACLE JD EDWARDS

Solution Extensions by Tech Mahindra

BROCHURE

Connected World.
Connected Experiences.

Summary

The edge is where innovation happens! To provide our customer with an edge, Tech Mahindra offers a comprehensive portfolio of Digital Edge Solutions for Oracle JD Edwards which includes JDE password self service, PO approval chatbot, customer service bot, mobile inventory management.

These solution extensions provides you an edge to your existing Oracle JD Edwards environment by enabling password self-service, enhancing customer service, automated purchase order approvals, mobility to inventory management.



JDE Password Self Service

Business Case

Analysts estimate that the average user resets his password between 1.5 and 5 times annually depending on the level of security. As a result, up to 30% - 50% of IT helpdesk calls are related to resetting a user's password. Every minute spent on resetting passwords adds to the overall cost of the organization.

In absence of any password self service tool in JDE, customers are spending more time, efforts and cost in resetting passwords for their JDE users. Cost savings and operational improvements can be made through implementing self-service solutions for resetting the password in JDE by end users directly and without relying on CNC (configurable network computing).

Solution Overview

Tech Mahindra developed a password self service tool which can help end user reset their password with any admin support. This helps organizations save cost, resource and uptime for end users.

Sign In

User ID

Password

▼ Details

Environment JDV920

Role *ALL

[Forgot Password?](#)

This system is intended for limited (authorized) use and is subject to company policies.

Figure 1 : Forgot password link

Enter the Details

User ID

Email ID

Figure 2 : Reset password

User ID : ANISHK

Email ID : anish.mathew@techmahindra.com

Password reset successfully and new password send to the email ID
Please login to [JD Edwards EnterpriseOne](#)

Figure 3 : Details send to email

Solution Details

- Password self service is a convenient, web-based end user, password reset tool
- Empowers business users through self-service to reset password 24/7 without help of CNC or helpdesk support.
- Developed using standard JDE REST APIs (application program interface) and without any customization to JDE business objects
- Seamless integration with JD Edwards EnterpriseOne.
- Solution compliant with JDE security.
- Automatic random password generation and communication to users.
- Password reset self service is easy integration with JDE through REST interface

Benefits



Cost savings and operational improvements through PSS (password self service) enforces password complexity so you can minimize exposure to risk.



Minimizes administration and centralized console can reduce password resets and account unlocks by as much as 70%.



Password reset self service satisfies most IT security regulatory requirements.



Password reset self service is easy integration with JDE through REST interface.



Enhances the end-user service level through 24/7 availability.



Reduces maintenance cost and password helpdesk calls by 30-50%.

Purchase Order Approval Chatbot

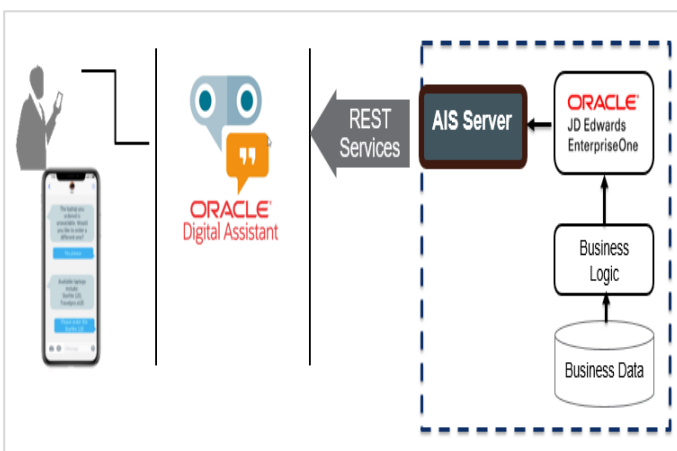
Business Case

Procurement manager are busy with lot of supply chain management activities and may not have access to JDE system all the time for performing purchase order approval. Chatbot approval allows the flexibility to approve purchase order anywhere and anytime.

Solution Overview

Tech Mahindra developed purchase order approval chatbot using standard Oracle JDE orchestrations powered by Oracle Digital Assistant and Microsoft.

Solution Architecture



Solution Details

- Chatbot provides with the following key details enabling approver with the desired information for approving the purchase orders.
 - ✓ A list of purchase order awaiting approvals.
 - ✓ Item, supplier and order related information.
- Approver can approve the order based on the information provided by the bot
- Incorporated sales order inquiry and purchase order approval in chatbot
- Users can inquire the order details by providing sales order number.
- The chatbot is compliant to JDE security policy
- Accessible through multiple channels like MS Teams, WhatsApp
- Used Oracle Digital Assistant cloud service to create the intents and entities

Benefits

- Faster approval of purchase order
- Reduction in purchase order cycle time
- Enhanced procurement efficiency
- Improved productivity
- A new-age IT experience for employees with real-time mobile access

Customer Service Bot

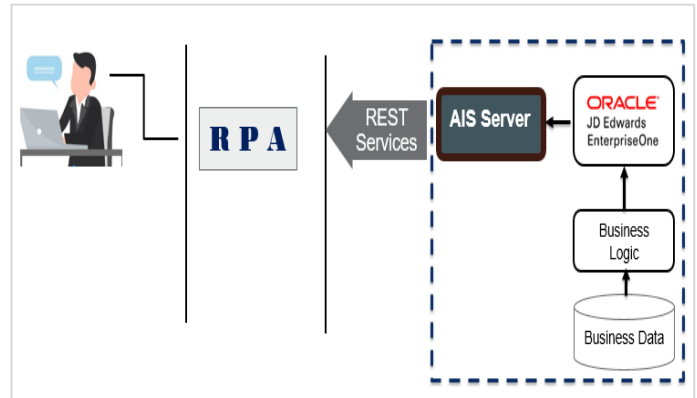
Business Case

Responding to customer's call for order status is a monotonous and time-consuming task with the possibility of human error. Customers always complain about long delayed responses

Solution Overview

Tech Mahindra has built customer service BOT for automatic replying after reading emails and fetching required details from JDE using Oracle JDE Orchestration and RPA (Rapid Process Automation) tool.

Solution Architecture



Solution Details

- Customer service BOT provides customer with the following key sales order details:
 - Status of sales orders
 - Item wise shipping date
- Customer has the flexibility to get the order status 24 x 7 without calling customer service help desk through emails.
- Reduced help desk cost by providing automation to help desk functionality.
- Ability to enhance the BOT with ML (machine learning) and NLP (natural language processing).

Benefits

- Response from a bot takes 10-15 seconds in comparison to 5-10 minutes of a traditional phone call response
- Quick and accurate response
- Productivity – save time and cost
- Reduced human errors
- This CHATBOT offers instant resolutions with 24/7 conversational support with consistent user experience
- Automate and manage customer touchpoints to scale up both customer service and experience.



Mobile Inventory Management

Business Case

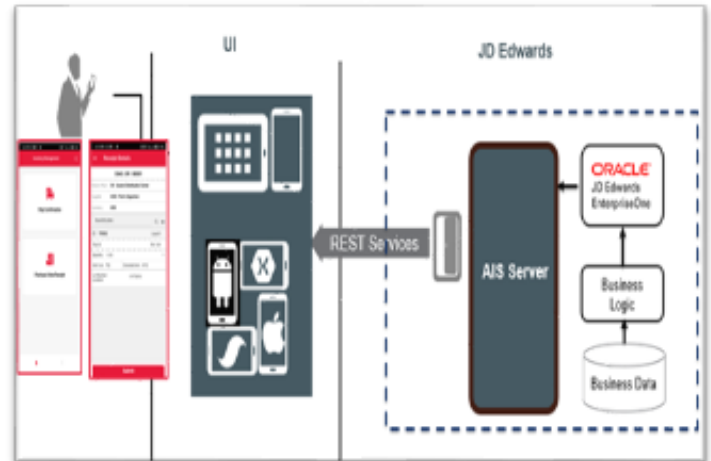
Development of mobile application was necessitated due to non-availability of JDE mobile app for purchase order receipt and shipment confirmation to help customer meet the business requirement with a reduced TCO (total cost of ownership).

Solution Overview

Tech Mahindra mobile inventory management enables automated mobile solution for purchase order receipts and shipment confirmation enabled with QR / barcode scanning. The use of mobile devices results in an improved data accuracy, mobility and convenience, streamlining movement, counts, while reducing human errors.

Solution Details

- Development and implementation of JDE mobile application for below functionalities using standard JDE Orchestration and REST APIs:
 - ✓ Purchase order receipts / shipment confirmation with user friendly screen and fewer fields
 - ✓ Integrated QR code scanning functionality to eliminate manual entry of item number and other related details
 - ✓ Modern user experience for critical tasks on device of choice



Benefits

- Increased efficiency up to 40 % efficiency in Warehouse
- Available on iOS and Android
- Works in offline mode
- Scans barcode / QR code using the same mobile app
- No recurring license support cost
- More efficient warehouse management activities
- Reduces processing time to complete and update the transactions in the system
- Real time information on purchase receipts and shipments.



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for digital transformation in Oracle JD Edwards

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