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# Content and Experience Cloud for JD Edwards

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# Agenda

- 1 Content and Experience Cloud Overview
- 2 JD Edwards and Content and Experience Cloud
- 3 Demos
- 4 Additional Information and Resources
- 5 Wrap-up



# Content and Experience Cloud

# Oracle Content and Experience Cloud

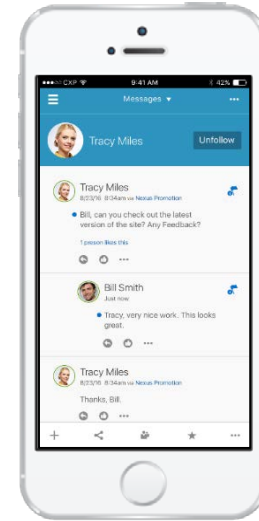
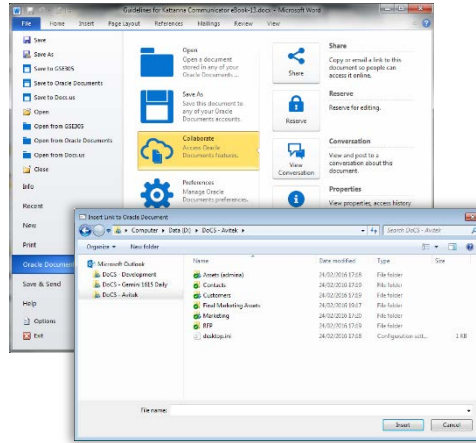
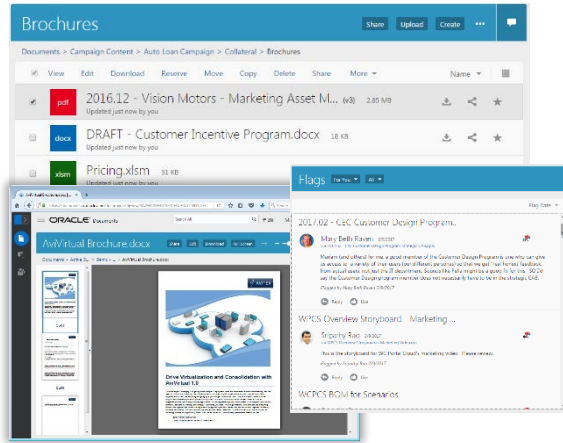


**Content collaboration** anytime, anywhere with discussions and tasks in context

**Content hub** for business documents, digital assets, structured and user-gen content

Deliver integrated and consistent **Omni-channel experiences**

# Content and Experience Cloud – Content Collaboration



**On the Web** access to documents with conversations, annotations, versioning, and preview

**On your Desktop** with file sync and share, MS Outlook, and Office plug-ins

**On your Mobile** with push notifications, and anywhere access to documents and conversations

# Content and Experience Cloud – Manage Any Content



## ECM / Transactional CM

- Extend and enhance Oracle SaaS or existing customer apps like JD Edwards
- Provides storage, metadata, security, indexing, and retrieval capabilities
- Develop Custom Business Process and Content Management (PCS and CEC) Solutions:
  - Bespoke / Back office (ICS, ABCS)
  - Customer / Partner / Supplier portals (Sites Builder or Portal)

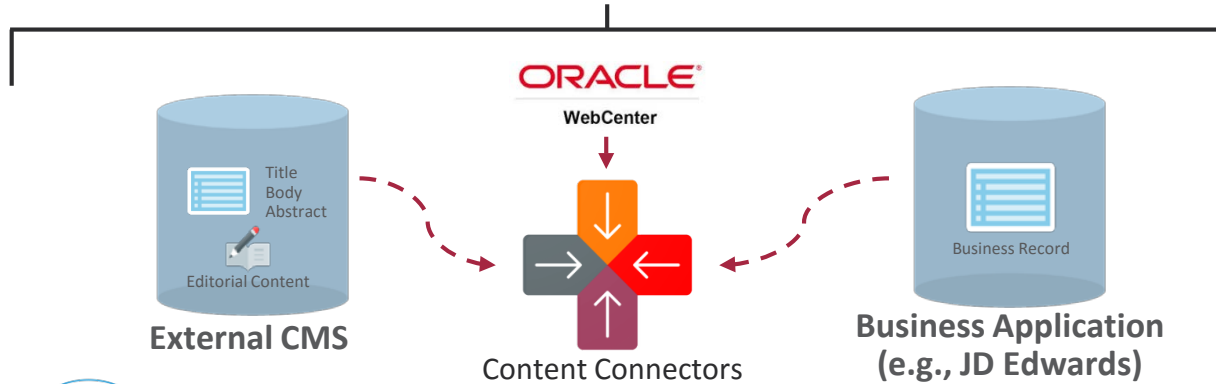


## Digital Experience

- Deliver rich content experiences through new breed of cloud native customer experience
- Provide tools for business users to be empowered to manage their digital experiences:
  - Democratized content creation and collaboration
  - Low-code site, forms, mobile



# Any Content



**Bring it together and maximize customer value.**

- Break content silos and leverage existing content
- Effective content collaboration and content processes



## Content and Experience Cloud

Content Delivery APIs and SDKs

Marketing / Commerce

Service

Sites / Apps

WebCenter Portal / Sites

- Omni-channel content publishing, integrated into any UI
- Customer communities / user-generated content
- Enhanced collaboration

# Any Experience



# Content and Experience Cloud – Business Drivers

- 1 Reduce storage costs
- 2 Facilitate in-context transaction and operational collaboration
- 3 Simplify working with external vendors or partners
- 4 Drive business processes

*“Companies don’t need collaborative platforms that employees use to talk about their work, they need collaborative solutions that create new ways for employees to do their work .”*  
Accenture Technology

A person is shown in profile, looking at a smartphone. The phone is the central focus, with several circular icons floating around it, connected by faint lines. The icons include a location pin, an airplane, a house, a lightbulb, a group of people, a grid, and a cloud. The background is a blurred office setting.

# JD Edwards and Content and Experience Cloud

# Content and Experience Cloud for JD Edwards

## Value Proposition

- Out-of-the-box integration with JD Edwards saves time and money
- Documents and conversations in-context with any JDE transaction or entity
- Powerful platform for online collaboration internally and externally
- Platform for customer and supplier self-service solutions
- Anywhere access
- Lower storage and processing costs

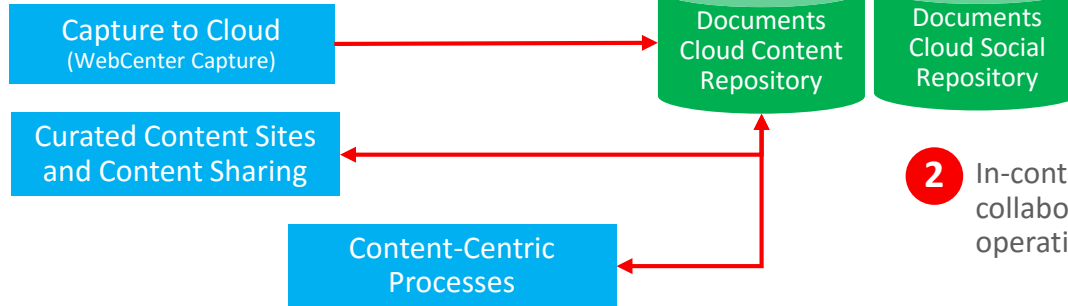
# Content and Experience Cloud for JD Edwards

## External Stakeholders

## Internal Stakeholders

- 3** Enable content collection, review, and collaboration with external access to content for vendors and partners

- 1** Store content in the cloud



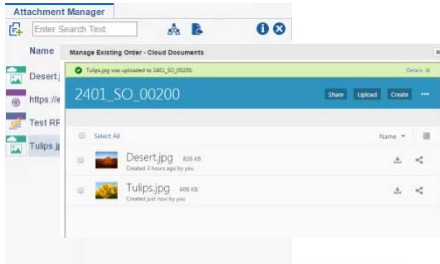
- 2** In-context transaction-related collaboration and internal operational collaboration

- 4** Leverage Process CS with Content and Experience Cloud for content-driven business processes

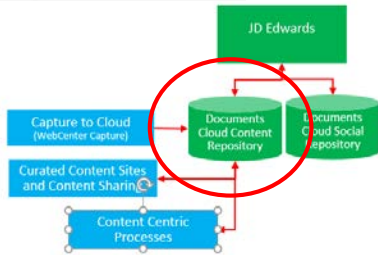
# Content and Experience Cloud for JD Edwards

## Store content in the cloud

1 Storing content in the cloud



- Organizations are increasingly pushing to store documents outside of their ERP, but at the same time, have them linked contextually within the ERP
- Cloud document storage has many advantages over traditional JD Edwards document/media objects:
  - Ability to access documents from outside of JDE
  - Ability to share internally and externally
  - Document versioning
  - Reduces size of the JDE database, thus reducing cost
  - Improved document searchability
  - Analytics regarding document usage

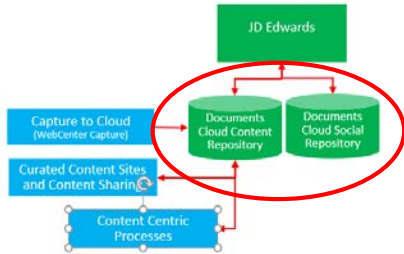
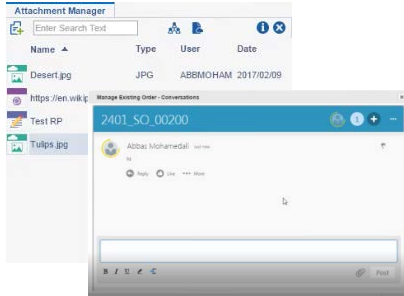


# Content and Experience Cloud for JD Edwards

## Facilitate Collaboration

2 In-context transaction related collaboration

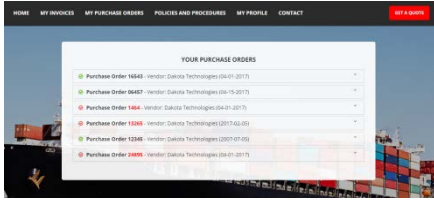
- Access to Cloud documents in context within JD Edwards
- Social features enable JDE in-context conversations
  - Collaborate within the organization on transactions such as customer credit requests, work orders, or budget prep
  - Engage with those outside your organization, such as suppliers, to resolve invoice questions
- Use Social features for operational collaboration outside of a transaction
  - Communication of business processes
  - Q&A



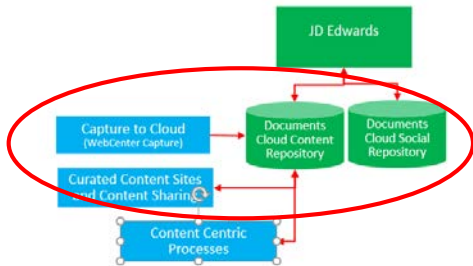
# Content and Experience Cloud for JD Edwards

## Simplify External Access

- 3 Enable external access to content for vendors and partners



- Documents can be easily shared with external users
  - Email reports as links rather than large file attachments
  - Develop customer, supplier, and partner self-service portals using Content and Experience Cloud to support B2B and B2C access to content (e.g., view and acknowledge purchase orders)
- Support content contribution from external vendors and partners
  - Extend self-service portals using Content and Experience Cloud to support rich two-way collaboration (e.g., submit invoices for payment)
  - Combine Content and Experience Cloud with Capture to scan and process incoming files





# Content and Experience Cloud for JD Edwards

## Include Oracle Process Cloud Service to Drive Business Processes

4 Leverage Process CS with CEC for content-driven business processes

- Documents are an integral part of business processes because they're commonly used to drive workflows

- Oracle Process Cloud Service can be used with Oracle Content and Experience Cloud to drive complex document-driven business processes

- Develop process to deliver new purchase orders to vendors and have them properly acknowledged

- Set up workflow to validate incoming invoices

- Develop customer engagement process that drives the Project Change Request collaboration-to-approval process

Purchase Order 1043 requires your Acknowledgment. Please fill the details below, to accept and acknowledge the Purchase Order, click here



### Purchase Order Information

Order ID: 1043  
Order Date: 04-27-2017  
Supplier: Dakota Technologies  
Acknowledged To:

### Supplier Information

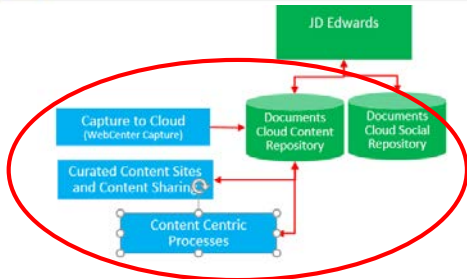
Contact Email: jph.kucen@oracledcs.com  
Contact Phone: 719.641.6910  
Address: 173 Front Street, Suite 305,  
Denver, CO 80202

### Document Information

Create Date: 2017-02-28 13:45:13Z  
File Name: POC1043043\_036\_1\_C\_11.pdf  
File Size: 5292  
Download Click Here

Acknowledge Purchase Order

Click Here





# Solution Demo

# Content and Experience Cloud for JD Edwards – Demonstration

1 Content and Experience Cloud storage gives JDE users the flexibility to attach files natively or in the cloud

- Access cloud folder and drag-and-drop files effortlessly to attach
- View unified list of attachments
- View documents without a download
- Search across all attachments in the cloud

2 Conversations provide in-context collaboration

- Talk with colleagues about a transaction
- Include non-ERP users in the discussion
- See recent activity across all transactions

The screenshot displays the Oracle JD Edwards interface. At the top, a blue header reads "Brochures" with buttons for "Share", "Upload", "Create", and a menu icon. Below this, a breadcrumb trail shows "Documents > Campaign Content > Auto Loan Campaign > Collateral > Brochures". A toolbar contains icons for "View", "Edit", "Download", "Resume", "Move", "Copy", "Delete", "Share", and "More". The main content area shows a document viewer for "3263 RI-DakotaTech-Industries.pdf". The document content includes a header for "CAPITAL SYSTEMS" and an "Invoice Total" of \$8,562.54. A table below lists items with columns for "QTY", "DESCRIPTION", "UNIT PRICE", and "AMOUNT".

Overlaid on the right is a "Flags" conversation window titled "2017.02 - CEC Customer Design Program...". It shows a post by Mary Beth Raven on 2/20/17 with the text: "Marian (and others) for me a good member of the Customer Design Program is one who can give us advice on a variety of risk areas for different scenarios so that we get 'real' honest feedback from actual users, not just the IT department. So, I'd say the Customer Design program member does not necessarily have to be in the strategic CRB." Below the post are "Reply" and "Like" buttons. Another post by Srinidhi Rao on 2/20/17 is partially visible, mentioning "WCPCS Overview Storyboard" and "WCPCS BOM for Scenarios".

# Content and Experience Cloud for JD Edwards

## Additional Information and Resources

- Minimum Technical Requirements
  - Requires JD Edwards Tools 9.2.1.2
- JD Edwards: [LearnJDE.com](https://www.oracle.com/learn/jde)
- [Content and Experience Cloud](#)
- [Content and Experience Cloud Blog](#)
- [Process Cloud Service](#)

A person in a suit is looking at a smartphone. The phone is surrounded by various icons: an envelope, a location pin, an airplane, a globe, a house, a cloud, a group of people, and a grid. The background is a blurred office setting.

## Wrap-up

# Content and Experience Cloud for JD Edwards

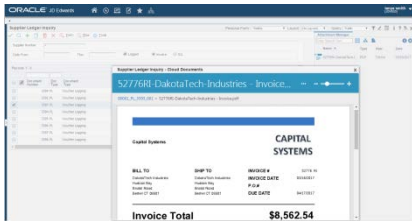
## Summary

### Business Need

- Reduce storage costs
- Facilitate in-context transaction -related collaboration
- Simplify working with external vendors or partners
- Simplify document access
- Drive business processes

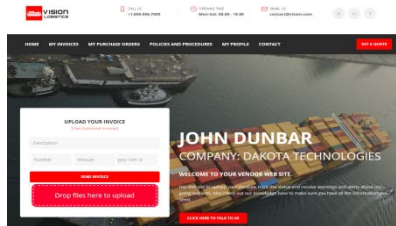
### Out of the Box

- Seamless JDE to CEC integration
- Contextual Document Storage
- Contextual Conversations
- User contextual conversations
- Internal/external collaboration



### Platform Capabilities

- CEC site template allows for the development of rich customer/supplier portals
- Leverage Process CS with CEC to define content-driven business processes



### Benefits

- Reduced database growth
- Robust document access
- In-context collaboration
- Enhanced external sharing through direct links and customer/supplier site
- Improved search and analytics
- Content-centric process workflows



# Be Informed, Share, Get Connected

JD Edwards



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# Integrated Cloud

## Applications & Platform Services

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