

RE-IMAGINING ERP: The Power of Generative AI ("Gen AI with JD Edwards")



Warren Solomons
Technology Architect & Director
Resolve Red (Pty) Ltd

Discover how AI is transforming JD Edwards into a smarter, more efficient ERP platform.





Business Relevance Reinvented



Agenda – Gen AI with JD Edwards

- Introduction
- The AI Market Leader Board
- Pre-requisites
- Use Cases
- Key Features
- Key considerations for JD Edwards Customers
- Adoption Strategies
- Benefits
- Components
- ChatBots – Core Capabilities
- LLM's , RAG and Custom Agents
- Questions and Answers
- Lucky Draw



Introduction – “Gen AI with JD Edwards”

JD Edwards today:

- Trusted
- Robust ERP
- Used across industries

Why Now?:

- Rise to Generative AI
- Oracle innovation ecosystem

Objective:

- Explore how Oracle’s Gen AI can be integrated into JDE to drive value

ORACLE®

JD EDWARDS



ERP AI Leader Board 2025 (source: CIO.com)

Top ERP Players:

- 1 Oracle – Dual-cloud ERP (Fusion + NetSuite), strong AI integration
 - Oracle JD Edwards – powers manufacturing, distribution and global operations.
- 2 SAP – Cloud-first with S/4HANA & Joule AI; deep industry coverage.
- 3 Microsoft Dynamics 365 – Tight integration with Azure & Office 365.
- 4 Workday – Born in the cloud, excels in finance & HR with embedded AI/ML.
- 5 Infor – Industry-specific cloud ERP hosted on AWS.
- 6 Sage – Mid-market focus, cloud transition leader in financials.
- 7 Epicor – Strong in manufacturing and distribution ERP.
- 8 IFS – Asset & service-heavy industries; great for EAM & field ops.
- 9 Acumatica – Modern cloud ERP for SMBs; usability champion.
- 10 Unit4 – Focused on people-centric industries like education & non-profits.

Why?

- 1 Redefine Operations
- 2 Impact on Scalability & Agility
- 3 The Intelligent Future

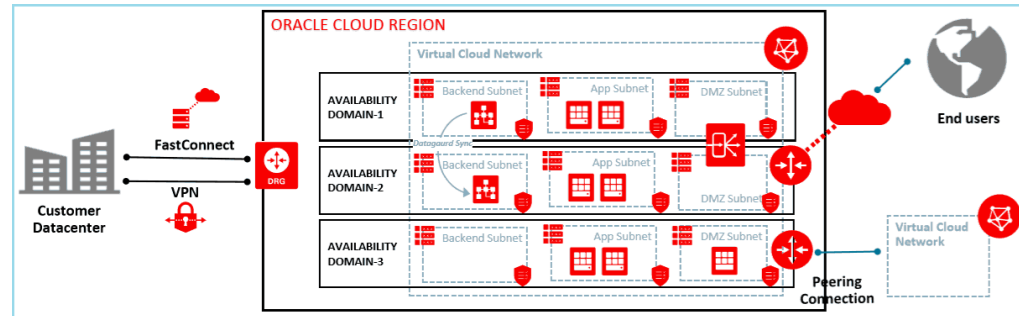
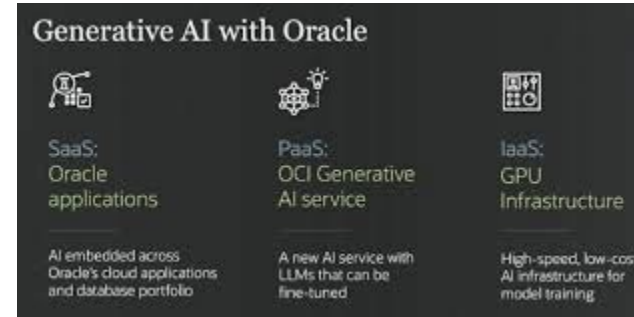


Pre-requisites

- OCI Tenancy
- Subscription to OCI Gen AI Services
- Vector Database – Autonomous ai / 23ai(26ai) – Optional
- JDE Release 26

ORACLE
JD Edwards

Announcing
JD Edwards
EnterpriseOne
Release 26



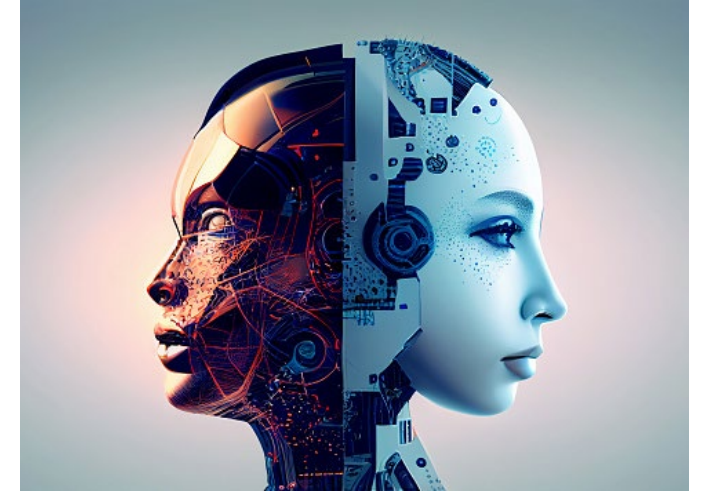
Use Case Studies

Pre-trained Models

- Text Generation: Automate content creation.
- Summarization: Generate concise summaries.
- Data Extraction: Extract structured data from unstructured text.
- Classification: Categorize text into predefined groups.
- Style Transfer: Reformat or rephrase text to match specific tones or styles.
- Semantic Similarity: Enhance search relevance.

Other

- Procurement: "Use AI to analyze vendor contract language or summarize complex supplier performance reports."
- Finance: "Implement anomaly detection on general ledger data or use AI to analyze and summarize monthly financial close commentaries for executive review."



Additional Use Cases - Examples

Customer service automation: A customer service AI agent can streamline customer service by handling queries through conversational interfaces, retrieving knowledge base data, and escalating complex issues to human agents. This ensures faster issue resolution and enhances user satisfaction. Automation also reduces repetitive tasks, allowing customer support teams to focus on personalized and higher-value interactions.

Financial analysis and reporting: AI agents assist financial teams in analyzing data, detecting anomalies, and generating comprehensive reports. They synthesize insights from diverse sources like market news and internal reports. Such tools improve financial management by streamlining processes, suggesting corrective actions, and enhancing decision-making accuracy for budgeting, forecasting, and performance evaluation.

Technical support: AI agents guide users through troubleshooting by synthesizing technical manuals and forums into concise solutions. They resolve issues efficiently, minimizing downtime. These agents empower support teams by reducing workload and delivering consistent, accurate resolutions, significantly enhancing user experience in technical environments.

Supply chain management: AI agents optimize supply chain operations by aggregating data on inventory, suppliers, and logistics. They analyze trends for actionable insights, enabling businesses to reduce inefficiencies and ensure smooth operations. Such tools play a crucial role in improving overall business processes and achieving operational excellence.

Supplier onboarding: A supplier-onboarding agent could facilitate the integration of new suppliers by automatically pulling relevant documents, verifying compliance with company policies, and updating supplier records in the enterprise system.

Real estate analysis: AI agents support real estate professionals by synthesizing property data and market trends. They provide insights on pricing, demand, and investment opportunities, aiding decision-making. With AI-driven analysis, professionals can adapt to dynamic market conditions and deliver tailored advice to clients effectively.

Travel planning: AI agents serve as personalized travel guides by recommending destinations, local attractions, and itineraries. They create customized experiences based on user preferences, simplifying travel arrangements. By integrating diverse data sources, these agents enhance user satisfaction and empower travelers with unique, efficient planning options.

Sales procurement assistance: A document-processing AI agent can assist a sales executive in managing procurement tasks. For example, the executive could take a photo of a price quote from an overseas vendor using their phone. The agent would:

Extract the relevant information from the document.

Translate the text, for instance, from Japanese into English.

Create a purchase request based on the extracted data. Later, the same agent could automate the processing of the vendor's invoice, flagging it for review by a payment manager.

Sales call analysis: In sales, an AI agent could analyze customer interactions during sales calls, extracting insights such as customer preferences or key objections, and generating detailed reports for sales teams to improve future engagements.

Talent management and hiring: AI agents can be used to identify and analyze job candidates, helping HR teams streamline talent acquisition. Hypothetically, an agent might search for suitable candidates across databases, evaluate their resumes, and provide recommendations based on predefined job requirements.

Quality control in manufacturing: AI agents monitor production data, identify patterns indicating defects, and recommend adjustments to ensure quality standards. By leveraging advanced analytics, they enable manufacturers to minimize waste, improve efficiency, and maintain consistency. This proactive approach ensures superior product quality and customer satisfaction.

Key Features – Oracle Gen AI

- Support Chat and API Interfaces
- Generate Relevant Answers from Knowledge Base
- Provide Source Attributes
- Offer Hybrid search capabilities
- Includes Content Moderation
- Support Multi-turn conversation
- Can Interpret charts in PDF documents
- Extracts and displays Hyperlinks



Key Considerations for JD Edwards Customers

Readiness assessment:

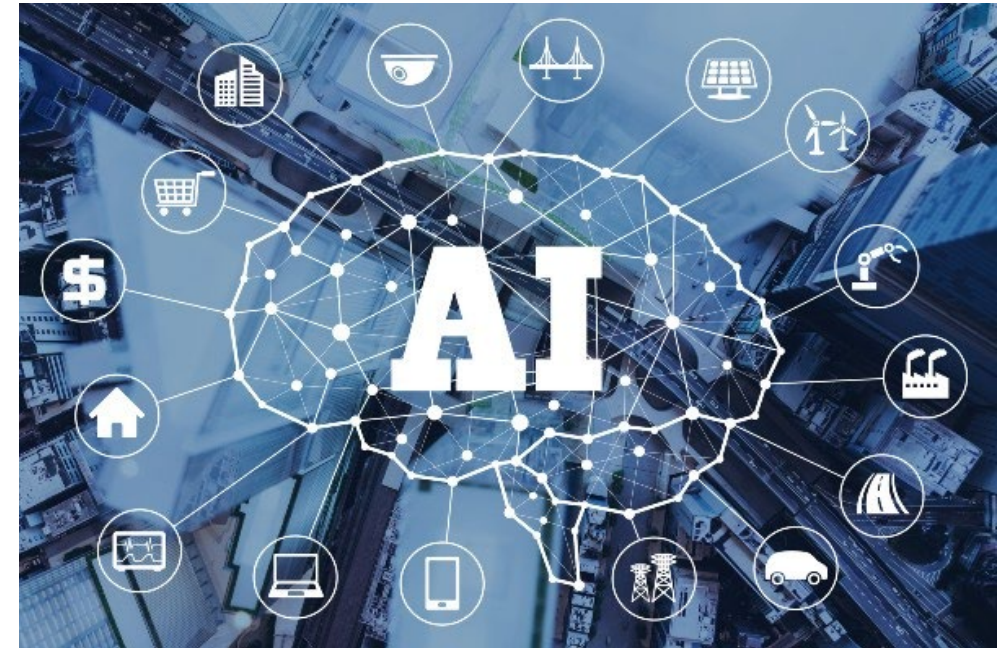
- Business process suitability
- Data maturity

Data quality and availability:

IT team training and change management

Model Customisation:

- Tailoring GenAI to your JDE instance



Adoption Strategies

Start Small:

- Use Pilots
- Or Proof-of-concepts

Phase Rollouts:

- Targeted processes like procurement, finance

JDE Orchestrator:

- Seamless process automation

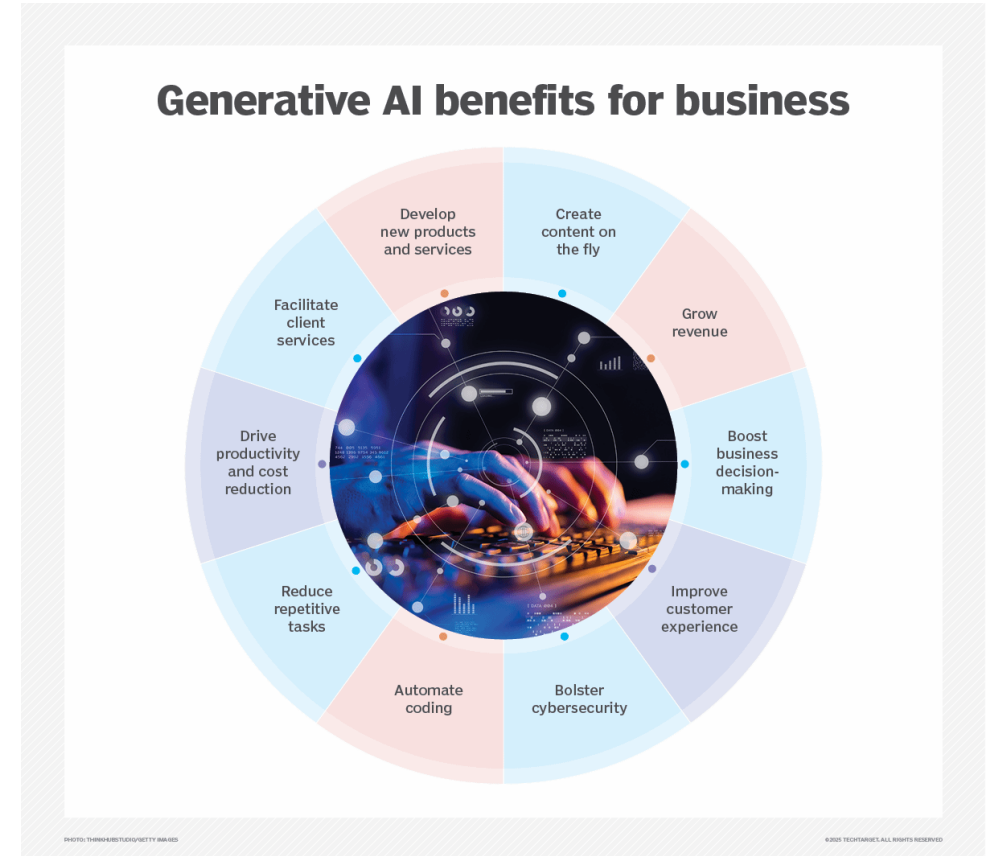
Leverage Oracle Cloud Services:

- Cohesive ecosystem with OCI



Benefits – “Gen AI with JD Edwards”

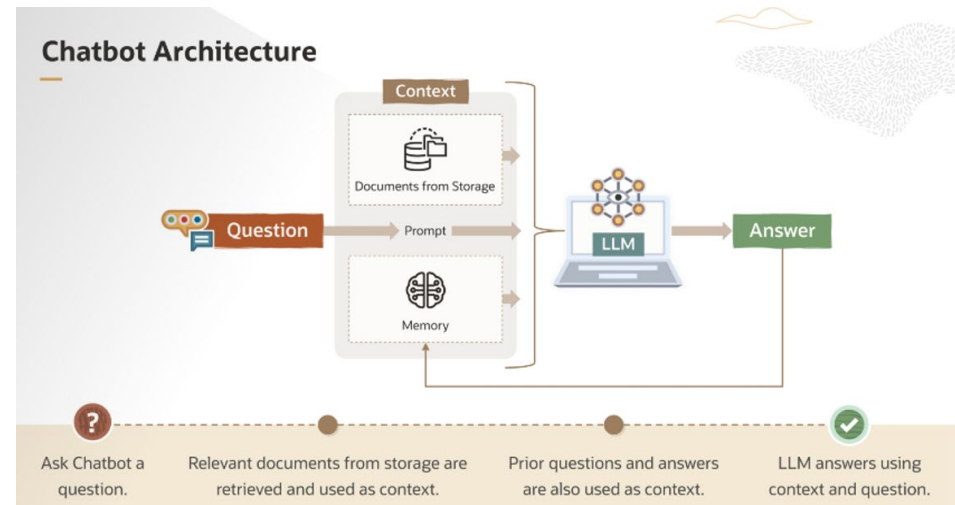
- Transparency
- Continuous updates
- Scalability and security
- Incremental Ingestion
- Improved interactions



ChatBots – Core Capabilities

Intelligent ChatBots

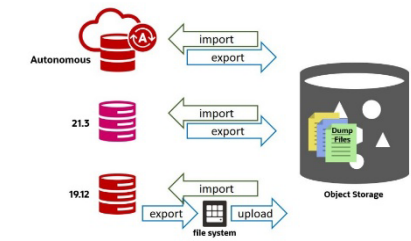
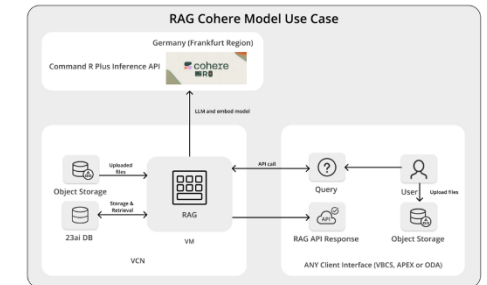
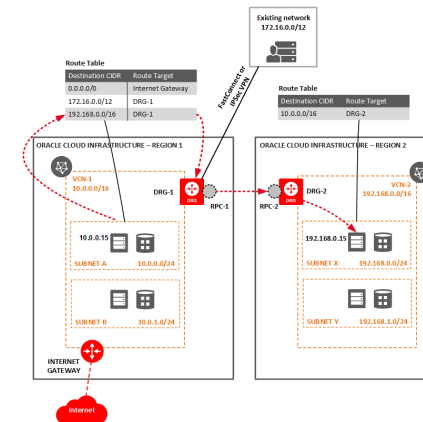
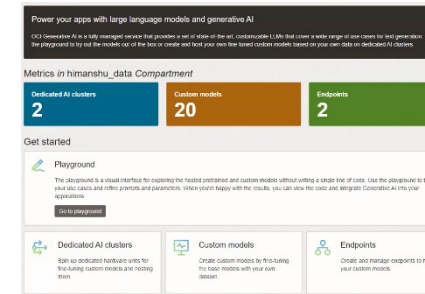
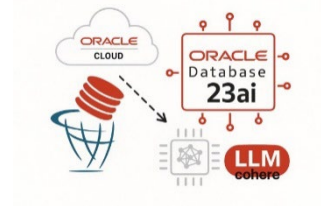
- Multiturn Chat
- Context Retention
- Custom Instruction
- Gaurdrails
- Human-in-the-loop



GEN AI with JD Edwards - Components

Solution/Components used

- *ChatBot*
- *Large Language Models, LLMs*
- *RAG, Retrieval Augmented Generation?*
- *Knowledge Bases*
- *Agent tools*
- VCN Configuration – multi Region
- DRG & RPC
- Fine-Tuning LLM
- Dedicated AI Clusters
- Object Storage
- Vector Database – Autonomous ai / 23ai(26ai)
- OCI Security - IAM



LLM's & RAG's

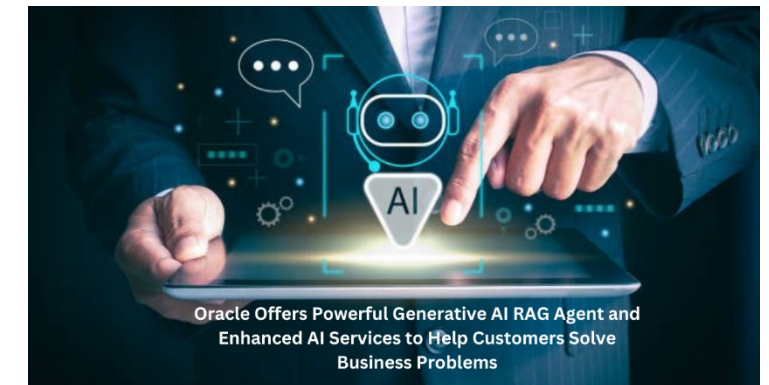
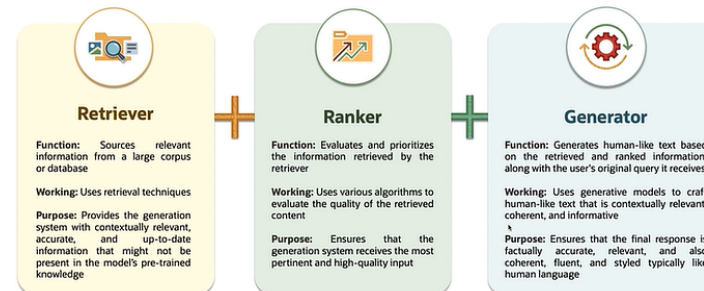
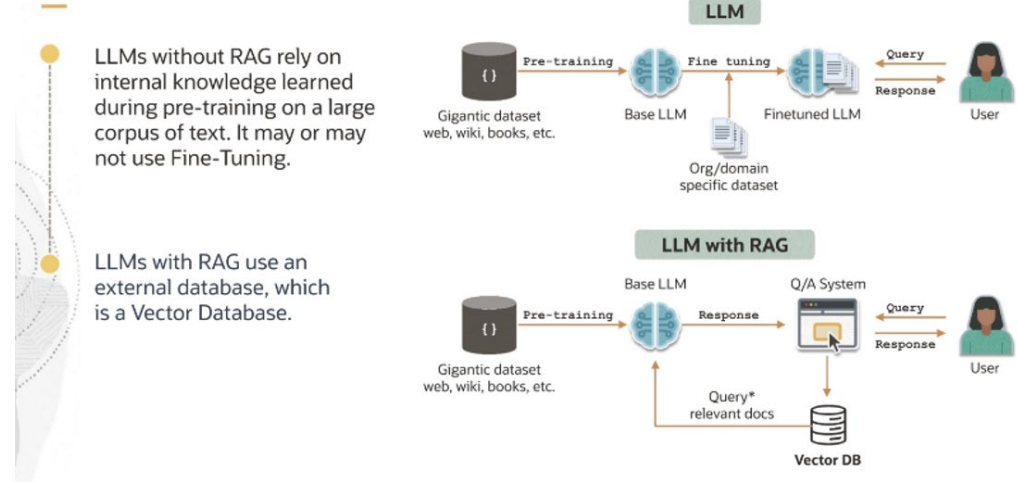
LLM's and RAG , Agents, Custom Functions

- Use SQL tool
- **Use RAG tool
- Use Agent Tools
- Custom Function Tools
- Custom API Endpoint Calling Tools

**RAG Enhancements Agents - Latest

- Integrates with Oracle 23ai / 26ai
- Streamlined setup
- Improved response quality and relevance
- Advanced data retrieval and ranking. Hybrid Search
- Managed Knowledge bases
- Supports BYO knowledge base
- Content moderation
- Multimodality

LLM Versus LLM + RAG



Questions ?



Contact
info@resolvedred.com

Warren Solomons :
warren.Solomons@resolvedred.com