

JD EDWARDS ENTERPRISEONE SALES FORCE AUTOMATION



Lower your cost of sales.

Increase close rates.

Shorten the sales cycle.

Issue: Sales Force Effectiveness

Ask any company its goals, and it's not surprising that increasing revenue is always at (or near) the top. The success of the sales force typically determines whether the company achieves these revenue goals. And, to be effective, salespeople must understand their customers' and prospects' needs, communicate effectively, and efficiently manage the full range of information about their accounts and sales opportunities.

Mired down in administrative tasks, salespeople have less face-to-face time with customers and prospects—decreasing the probability of sales success and increasing the cost of sales. Without easy-to-use tools, information gets lost and the sales cycle is prolonged.

The need to increase sales effectiveness does not end once salespeople leave the office. The mobile sales force must be able to provide the personalized, fast, and accurate responses necessary to win the deal or serve the customer— whether they're on a plane prepping for a call or creating a complex quote while at the customer site.

Solution: Closing Larger Deals Faster with JD Edwards EnterpriseOne

Oracle's JD Edwards EnterpriseOne Sales Force Automation offers web-based functionality that helps capture all relevant information on prospects and customers. It supports sales staff and provides management with revenue and pipeline information.

At the account level, your sales representatives can keep track of contacts, activities, all inter-actions (whether phone, email, or face-to-face meetings), and details on each customer's product and service needs. They can access the information from their desks or while on the road via a laptop. Consequently, they are able to use their time most productively.

You can track leads by employee, territory, or industry—and easily convert qualified leads into sales opportunities. When opportunities are identified, your salespeople can link multiple contacts/influencers and track key metrics, such as potential revenue, close date, probability to close, and sales progress. They can quickly generate consistent, accurate proposals and quotes for each opportunity to help close the deal.

Sales Force Automation is available in a disconnected mode. Sales professionals have real-time access to the critical information needed to close the deal. Because they can't always be connected, JD Edwards EnterpriseOne Mobile Sales supports them during critical customer interactions by providing all the key sales and account management functionality found in Sales Force Automation. While working offline, the field sales professional can continue to manage leads,

accounts, contacts, activities, quotes, forecasts, and sales orders.

Once a sale closes, salespeople can create and process sales orders directly into Oracle's JD Edwards EnterpriseOne Supply Chain Management, which integrates all activities involved in getting the orders made, packaged, delivered, and billed.

Sales Force Automation supports the complete sales process—from initial lead generation through opportunity development to ultimate sales close. Your sales representatives have what they need to increase close rates while reducing cost of sales. And your sales managers can easily drill into the information they need to ensure that their teams are on track to achieve their revenue goals.

Feature/Function Highlights

- Lead-to-cash management.
- Forecasting.
- Account management.
- Activity management.
- Sales management and reporting.

Solution Integration

- Customer Relationship Management
 - Mobile Sales
 - Service Management
 - MultiChannel Interaction Manager
 - Case Management
- Supply Chain Management
 - Sales Order Management
 - Manufacturing
 - Logistics
- Supply Chain Planning
 - Demand Consensus
 - Order Promising
 - Customer Order Management
 - Manufacturing

Copyright 2004, 2005 Oracle. All Rights Reserved.

This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor is it subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle, JD Edwards, PeopleSoft, and Retek are registered trademarks of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.