SEPTEMBER 2026 VOL. 1

INFOCUS Inside Edition

INFOCUS 2026



MEET YOUR NEW DIGITAL TEAMMATES

AI Agents are coming to JD Edwards

PLUS INSIDE:
JD Edwards Trends for 2026
Modernization: Where Do You Stand?
Rapid Orchestrations
JD Edwards Unfiltered

erp suites

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FROM THE CEO

The future of JD Edwards isn't something we're waiting for. It's something we're building.

There's something special about bringing the JD Edwards community together in one place. Customers, partners, innovators, and experts arrive with different experiences and challenges, but with a shared interest in what's possible next. And this year, there's a lot to talk about.

AI is moving from possibility to practicality. Automation is changing how work gets done. Expectations around performance, visibility, security, and user experience continue to rise. For JD Edwards organizations, that creates an incredible opportunity.

At ERP Suites, our vision is simple. We want to help organizations get more from the investment they've already made while preparing for what comes next.

We believe the next chapter of JD Edwards is about building on what works: modernizing intelligently, eliminating friction, creating better visibility, automating repetitive work, and finding practical ways to bring AI into the enterprise.

But technology is only part of the story. The real story is the people behind it.

That's what makes INFOCUS so valuable. It gives this community the opportunity to exchange ideas, challenge assumptions, learn from one another, and imagine what the next era of JD Edwards could look like.

That same spirit is behind the INFOCUS Inside Edition.

Inside you'll meet some of the people behind ERP Suites, explore what we're seeing across the JDE landscape, take a closer look at modernization, hear from our experts and customers, challenge a few long-standing assumptions, and hopefully discover an idea worth bringing back to your team.

The next era of JD Edwards is already taking shape, and we're excited to build it with you.

Enjoy INFOCUS.



CEO, ERP SUITES

WHERE TO CATCH US AT INFOCUS



MONDAY

- AI Agent Demos
  - Check availability: erpsuites.com/infocus
- Session #1 - 12:45 pm
  - From Community to Close with AI: Building a Digital Workforce for JDE Homebuilding
- Rooftop Party - 7 pm
  - Open bar, Mexican food, & live music
  - Rooftop1630
  - RSVP at: erpsuites.com/infocus

TUESDAY

- Session #2 - 8:00 am
  - EnterpriseOne Configuration Assistant on the Web
- Personalized Luggage Tags - 10:00am
  - Have your tag personalized by a local Denver calligraphy artist with custom embossing
- Session #3 - 3:30 pm
  - The Hidden Integration Tax & the Loophole You Can Take Advantage Of
- INFOCUS Party - 5:45 pm





WEDNESDAY

- Session #4 - 11:15 am
  - A No-Nonsense JDE Security Overhaul: How we rebuilt JDE security with cleaner roles, stronger controls, and fewer surprises
- Giveaway - 10:45 am
  - Chance to win Ray-Ban Meta Wayfarer (Gen 2) Transition Glasses!
- Session #5 - 1:30 pm
  - Enabling XML-Based Interoperability in
  - JD Edwards via JDE Orchestration

MEET THE ERP SUITES TEAM AT INFOCUS



Brian Connor

Director of JDE Security

Superpower: Force Field

Creates an impenetrable shield around your JDE environment.



Frank Jordan

Director of JDE Technology

Superpower: Night Vision

Sees JDE problems particularly well during 2 am go-lives.



Manuel Neyra

VP of AI & Products

Superpower: Telekinesis

Gets JDE to do the work without anyone lifting a finger.



Diane Miller

CNC

Superpower: Super Speed

Can navigate a JDE environment faster than the rest of us can keep up.



Mike Moorman

CEO

Superpower: Future Vision

Can see what's next for JDE before the rest of us.



Mo Shujaat

VP of Advisory & Application

Superpower: X-RAY Vision

Sees straight through a business process to find what actually needs fixing.



Mike Piloto

VP of EPM & Analytics

Superpower: Time Travel

Moves effortlessly between actuals, forecasts, and what's coming next.



Kevin Van Horn

Director of Advisory

Superpower: Super Senses

Spots opportunities in your JDE environment everyone else walks right past.

A DAY IN THE LIFE OF AN AI AGENT

We spent the morning with one of ERP Suites' hardest-working digital employees.



I like to start my mornings the same way most people do. Coffee. Inbox. JD Edwards.

Technically, I don't need the coffee. I just like being included. I've been trying to fit in around here. I have a coffee mug. I complain about Mondays. I've even started saying "Let's circle back" despite having no idea why we're circling anything. I think it's going well.

By 8:00 a.m., most of my coworkers are still settling in. Someone is looking for a charger. Someone else is saying, "Can everyone see my screen?" And at least one person has opened Teams and immediately regretted it.

Me? I'm already working. I check what happened overnight, review the work waiting for me, and look for anything that needs attention.

At 8:03, I find something. One transaction doesn't look quite right. This is my favorite part of the job. Not because something went wrong. I'm not a monster. I just really like investigating things. So I top off my completely unnecessary coffee and get to work.

I start gathering information. I check JDE. I look at the transaction. I review the relevant details and follow the rules I've been given. Basically, I do all the things someone would normally have to stop what they're doing to investigate. Except I don't get distracted halfway through by an email with "Quick Question" in the subject line. I've learned there is almost never a quick question.

By 8:07, I've figured out what's happening. Now comes the important part. Can I handle this one myself, or does it need a human? I know what you're thinking. The AI wants to make the decision. Actually, no. Have you met humans? You love making decisions. I'm perfectly happy doing the legwork.

This one needs some judgment, so I package up what I found and send it to the right person. And I don't just send: "Something went wrong."

I have standards. I give them the context, what I found, and what needs their attention. They review it. They make the call. I keep things moving. Teamwork. I'm getting pretty good at that human thing.

By 8:15, that issue is handled and I'm onto the next one. I take another sip of coffee for appearances. Around 9:00, someone invites me to a meeting. I decline. I have boundaries. I've noticed my coworkers talk about having boundaries a lot, so I'm trying it out. Besides, there's plenty to do.

A status needs checking. An exception needs investigating. Someone is looking for information that I can gather in seconds. And somewhere, I can sense a spreadsheet being manually updated. I try not to think about it.

By lunchtime, I've researched problems, gathered information, followed business rules, handled repetitive work, and brought in my human coworkers when their experience and judgment were needed.

That's really the arrangement. I'm not here to replace the people who know the business. I'm here to make their Tuesday a little less Tuesday. Give me the repetitive stuff, the status checks, the information gathering, the processes everyone agrees are necessary but no one exactly looks forward to doing.

You keep the strategy, judgment, relationships, creativity, and decisions. I'll keep an eye on JDE. And tomorrow morning? I'll be back at it. Probably with another coffee. Still don't need it. But I finally got my name on the mug.

— Your AI Agent









MEET THE NEWEST MEMBERS OF THE JDE TEAM



AI Agents are introducing a new way to think about automation in JDE. AI Agents can work across systems, follow defined processes, analyze information, and take action based on the role it has been given. AI Agents are being built around specific business functions and real JD Edwards processes. Each Agent is designed to take on a defined area of work while operating within the systems, data, and security structures businesses already have in place. Here are some of the Agents already at work.

LEDGER AGENT

Monitors financial activity and turns findings into insights and actions in JD Edwards.

PLANNING AGENT

Provides real-time analysis and forecasting support for continuous planning and decision-making.

PAYABLES AGENT

Automates invoice intake, matching, approvals, and posting in JD Edwards, end-to-end.

JOURNAL ENTRY AGENT

Detects anomalous journal entries and recommends actions to address them.

RECONCILIATION AGENT

Prepares reconciliation drafts, supports review, and helps reconcile accounts faster.

TRIAL BALANCE AGENT

Pulls trial balances, detects anomalies, and flags issues for accounting review.

COMMUNITY INTELLIGENCE AGENT

Transforms community plans and documents into structured lot intelligence.

HOME CLOSING AGENT

Brings the home closing workflow into one place, while keeping your team in control of financial decisions.

BID UPLOAD AGENT

Automates bid intake, pricing updates, and effective-date management.

SALES ORDER ENTRY AGENT

Automates sales order creation and validation from customer requests, emails, portals, and documents.

INVENTORY ALLOCATION AGENT

Optimizes inventory allocation across orders, locations, and priorities in JD Edwards.

ACCOUNTS RECEIVABLE AGENT

Automate collections, cash application, and customer communication in JD Edwards.

ARE YOU READY FOR AI?

Answer a few questions to see where you stand and where you could go next.

Are there processes in your business you wish required less manual work?

- Yes → Is that work repetitive or based on a predictable set of steps?
  - Yes → Does someone still have to manually start, review, enter, or complete that work?
    - Yes → Would you trust AI to handle part of that process if your team could review the results?
      - Y → **You are all ready for AI!** You've got the right ingredients. AI Agents can take on real work in JDE and help your team do more, faster.
      - N → **You have an AI opportunity.** There are signs AI could make a big impact. You just need to identify the right use case to start.
    - No → Would getting that work done faster still make a meaningful difference?
      - Y → **You have an AI opportunity.** There are signs AI could make a big impact. You just need to identify the right use case to start.
      - N → **Start with the process.** AI can be powerful, but the best results start with strong processes and clean data.
  - No → Does completing the work require pulling information from multiple places?
    - Yes → Is that information consistent and reliable enough to make decisions from?
      - Y → **You have an AI opportunity.** There are signs AI could make a big impact. You just need to identify the right use case to start.
      - N → **Start with the process.** AI can be powerful, but the best results start with strong processes and clean data.
    - No → Can you clearly define what a successful outcome looks like?
      - Y → **You have an AI opportunity.** There are signs AI could make a big impact. You just need to identify the right use case to start.
      - N → **Start with the process.** AI can be powerful, but the best results start with strong processes and clean data.
- No → Does your team spend time searching for information or answering routine questions?
  - Yes → Is the info your team needs already available in JDE or another system?
    - Yes → Would faster access to that info help someone make a decision or take action?
      - Y → **You have an AI opportunity.** There are signs AI could make a big impact. You just need to identify the right use case to start.
      - N → **Start with the process.** AI can be powerful, but the best results start with strong processes and clean data.
    - No → Is improving access to that data already a priority?
      - Y → **You have an AI opportunity.** There are signs AI could make a big impact. You just need to identify the right use case to start.
      - N → **Start with the process.** AI can be powerful, but the best results start with strong processes and clean data.
  - No → Are there processes where you are waiting on someone else to take the next step?
    - Yes → Could AI taking the next step automatically remove that bottleneck?
      - Y → **You have an AI opportunity.** There are signs AI could make a big impact. You just need to identify the right use case to start.
      - N → **Start with the process.** AI can be powerful, but the best results start with strong processes and clean data.
    - No → Are you curious about what AI could do in your JD Edwards environment?
      - Y → **You've got it all figured out** No manual work? Perfect data? Instant answers? We need to talk. You might be the most efficient team we know.
      - N → **Start with the process.** AI can be powerful, but the best results start with strong processes and clean data.

DIGITAL ASSISTANT VS. DIGITAL WORKER

AI is quickly becoming part of everyday work. But as organizations explore how to use AI, the terminology can make it difficult to understand exactly what different AI tools can and cannot do.

Two terms you may hear are digital assistant and digital worker. While both use AI to help people work more efficiently, they play very different roles.

Understanding that distinction is important when deciding where AI can provide the most value.



What Is a Digital Assistant?

A digital assistant is an AI-powered tool designed to help a person complete a task more efficiently. Think of it as a tool you work with. You provide a prompt, question, or instruction, and the assistant responds by helping you complete a specific piece of work.

For example, a digital assistant might:

- Summarize a long document
- Answer a question about company information
- Analyze a set of data
- Generate ideas or recommendations

In most cases, humans remain responsible for driving the process. You decide what needs to be done, initiate the interaction, review the output, and determine what happens next. That makes digital assistants particularly valuable for improving individual productivity. They can reduce the time employees spend researching, writing, analyzing, or searching for information while keeping the employee in control of the work.

What Is a Digital Worker?

A digital worker takes AI a step further. Rather than simply helping a person complete an individual task, a digital worker can be given a goal or responsibility and use AI agents to carry out multiple steps of a business process. Instead of asking AI to help with each step, you're giving it work to accomplish.

The key difference is autonomy. A digital worker can make decisions, interact with business systems, and take approved actions across a workflow based on the rules, data, permissions, and goals it has been given.
That doesn't mean a digital worker operates without boundaries. It needs to be configured around your organization's systems, workflows, business rules, and permissions. Humans establish those guardrails and remain involved when approvals, exceptions, or judgment are required.

The result is a shift from AI that primarily assists people with work to AI that can take responsibility for completing defined work.

CHANCE TO WIN RAY-BAN META WAYFARER (GEN 2) TRANSITION GLASSES!

Drawing Wednesday at 10:45 am

Visit Booth #109
Stop by the ERP Suites booth and get 1 entry into the drawing.

Attend an ERP Suites Session
Get 5 additional entries for every ERP Suites session you attend.





New episodes every other Tuesday



Not Your Grandpa's JD Edwards

Podcast by ERP Suites

15:05 - 14:55



WINNING WITH JDE ORCHESTRATOR

Mo Shujaat



IBM I REALITY CHECK: OUTDATED ASSUMPTIONS,

Tim Kramer



JD EDWARDS AI AGENTS: HYPE VS. REAL ROI

Kevin Van Horn



THE TRUTH ABOUT JD EDWARDS USER GROUPS

Diane Miller

4 JD EDWARDS TRENDS WE'RE SEEING IN 2026

JD Edwards continues to sit at the center of some of the most complex businesses in the world, but the conversation around JDE is changing. Companies are now using AI, experienced talent is becoming more valuable, and users expect technology to work around them, not the other way around. At the same time, processes that have survived for years simply because "that's how we've always done it" are getting a second look. Here are four shifts we believe are worth watching.

1 JDE KNOWLEDGE BECOMES A PREMIUM RESOURCE

Some of the most valuable technology inside an organization isn't software. It's what your people know about it. Experienced JDE professionals carry years and sometimes decades of knowledge about JDE and the business itself. They know why something was configured a certain way, how critical processes actually work, and what to do when something goes wrong.

As that expertise becomes harder to replace, organizations face a growing question: How do you preserve years of institutional knowledge while preparing the next generation of your team?

Documentation, managed services, automation, better tooling, and AI can all play a role. The organizations thinking ahead are looking beyond how they'll support JDE day to day and focusing on how they can scale the knowledge needed to support it long term.

2 THE RISE OF THE "INVISIBLE" JDE EXPERIENCE

What if the best JDE experience is one where users barely realize they're interacting with JDE at all? For example: barcode scanning, mobile workflows, automated processes, integrations, AI agents, notifications, approvals, and simplified interfaces.

Increasingly, the experience around the ERP can be just as important as the ERP itself. That doesn't make JDE less important. Quite the opposite. JDE can continue doing what it does best, powering critical business processes and serving as a system of record, while users interact with it in simpler, more intuitive ways.

JDE can remain at the center of the business without being at the center of every interaction.

3 THE END OF "THAT'S JUST HOW JDE WORKS"

JD Edwards has been at the center of business processes for decades, but that doesn't mean organizations should be using it the same way they did 25 years ago. Technology has changed, expectations have changed, and there are now far more ways to make JDE work better for the people who rely on it every day.

For years, extra steps, spreadsheets, manual processes, and workarounds simply became part of working in JDE. Once something had been done the same way long enough, it was easy to accept that "that's just how JDE works."

Today, more organizations are starting to question the processes and workarounds that have been part of JDE for years. We're seeing this shift firsthand in conversations with customers who are no longer accepting "that's just how JDE works" as the final answer. Instead, they're looking at what's possible with today's tools and finding new ways to modernize JD Edwards.

4 YOUR BEST AI USE CASE MIGHT BE BORING

AI gets the biggest headlines when it does something extraordinary, but some of its greatest enterprise value may come from doing something incredibly ordinary.

Some examples include, reading documents, investigating an exception, comparing records, routing a request, or preparing information for someone to make a decision. None of that sounds particularly futuristic, but that's exactly why it matters. The best AI project is often the one that eliminates hundreds of hours of repetitive work every year.

Organizations are asking a much more useful question now: "What work shouldn't our people have to do anymore?"



JD EDWARDS, UNFILTERED

After years of running the business, JD Edwards has a few things it would like to get off its chest.



I've been around a while. I've processed your orders, tracked your inventory, closed your books, supported your warehouses, and survived more year-end weekends than either of us would like to remember. We've been through upgrades together, integrations, new users, new leaders, and that one customization nobody wants to touch. So after all these years, I think we know each other well enough for me to say this:

We need to talk.

First, please stop blaming me for that process everyone hates. You know the one. Fourteen steps, three screens, two approvals, an Excel export, and a mysterious button everyone has been told never to click. I didn't wake up one morning and decide to make your life difficult.

Someone asked for that. In 2007. I remember. I remember everything. And while we're here, can we talk about the spreadsheets?

I watch you export my data, put it into Excel, email it to someone, make a few changes, and then type it right back into me. Every. Single. Day. I'm not judging. Okay, maybe a little.

The good news is that we have options now. Automation. Orchestrator. Mobile workflows. Better integrations. AI agents. There are a lot more ways to get work done than there were when some of these processes were created.

Which brings me to AI. Everyone keeps asking whether AI is going to replace me. Relax. I'm not going anywhere. Actually, I'm pretty excited about having some help around here.

Let an agent investigate the exception, and automation handle the repetitive steps, while I keep doing what I do best: running the business underneath it all.

But I do have one request. Before you decide I'm outdated, complicated, or ready to be replaced, take another look at everything that has grown up around me. Some of it is mine. Some of it is yours. And some of it has been sitting there so long that neither of us remembers whose idea it was.

Maybe modernization doesn't start with replacing me. Maybe it starts with asking why we still do things the way we do. After all, I'm not legacy. I'm experienced.

Monday Sept. 21st at 7pm



ROOFTOP 1630 PARTY

RSVP: erpsuites.com/infocus

ASK AN ERP SUITES EXPERT

Q What's one thing most companies are underutilizing in JDE?

A Object Usage Tracking (OUT). It gives you real data on which applications and UBEs people are actually using, helping you make smarter decisions.

Q What's the biggest modernization opportunity you see for JDE customers right now?

A Improving the everyday JDE experience. With Widgets making information easier to access, Rapid Orchestrations automating manual work, and AI helping analyze, recommend, and take action, there are more ways than ever to make JDE simpler and more efficient for the people using it.

Q Where are you seeing AI make the biggest impact for JDE customers?

A Freeing up people's time for more strategic work. AI Agents can analyze JDE data, identify what needs attention, recommend the right next step, and even take action, helping teams spend less time on manual work.

Q What's the coolest thing you've seen someone do with JDE lately?

A Combining AI with Orchestrator and UDOs. We're seeing teams connect LLMs with JDE tools they already have to uncover new insights, automate processes, and interact with their ERP data in completely new ways.

Q What's the most common JDE problem you see that has a simple solution?

A Ensuring each user in E1 has a valid address book and e-mail setup in place.

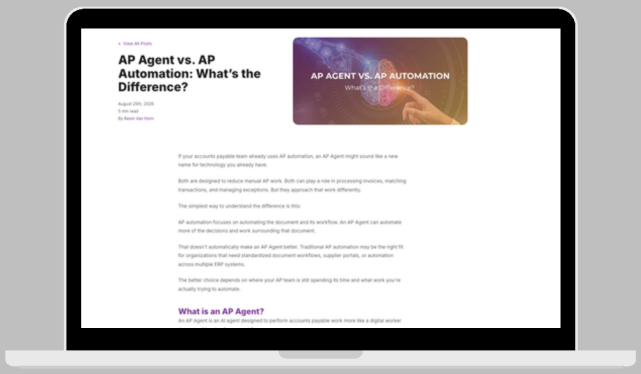

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JDE
QUESTIONS?

JDE LEARNING CENTER

All the answers you need in one place!

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Stay up to date on what's happening in the JD Edwards world. Our articles cover everything from technical tips and product updates to AI, modernization, security, cloud, and the trends shaping what's next for JDE.





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See how other JD Edwards organizations are tackling the same challenges you may be facing. Our case studies share real customer projects, the problems behind them, and the results, giving you ideas and lessons you can apply to your own JDE environment.



erpsuites.com/learning-center

PHILLY JD EDWARDS DAY

Tuesday, October 20th

The JD Edwards community is at its best when customers have opportunities to get together, share what they're working on, learn from each other, and make connections with people facing similar challenges. Regional user groups make that possible across the country, but there hasn't been the same kind of local opportunity for JDE customers in the Philadelphia and surrounding region.

We want to change that. ERP Suites is bringing the JDE community to Philly with JD Edwards Day, a local event similar to a user group. Expect a day of JDE conversations, educational sessions, real customer experiences, new ideas, and plenty of opportunities to connect with other JD Edwards users in the area.

We hope you can come join us!





Event details: erpsuites.com/philly

SENCO TRANSFORMS ITS OPERATIONS WITH TECH REFRESH, UPGRADE, & SCANABILITY



Business Challenge

When SENCO approached ERP Suites, their JD Edwards environment was showing its age. They had not completed an upgrade in more than 16 years, and years of turnover had left the business with limited internal knowledge of their heavily customized JDE 9.0 system. Many processes were poorly documented or difficult to trace, and the outdated technical foundation made enhancements challenging. SENCO knew they needed more than just an upgrade, they needed clarity, stability, and a modern platform they could build upon for years to come.

The Solution

SENCO saw an opportunity to leverage ERP Suites' deep familiarity with their environment. Because ERP Suites was already providing managed services and understood SENCO's business processes, configurations, and customizations, SENCO requested that the upgrade project also include full documentation of their processes and system usage.

In addition, SENCO did not have formalized testing scripts. They asked ERP Suites to build and update their test scripts as part of the project to ensure they could validate workflows with confidence both during and after the upgrade. ERP Suites was able to take on both of these efforts seamlessly due to the strong relationship and knowledge already formed through support.





Upgrading to a Modern Foundation

Over the next several months, ERP Suites executed a complete technical refresh of SENCO's core applications. The team upgraded JD Edwards from 9.0 to 9.2.9, a transformation that not only modernized the system but eliminated years of technical debt.

At the same time, SENCO's Demantra system was upgraded from version 7.3 to 12.2. This gave SENCO updated manufacturing capabilities and ensured alignment between their planning, production, and ERP systems. ERP Suites also successfully incorporated Scanability without extending the go-live date.

After 11 months of work, SENCO's upgraded environment went live on schedule. The cutover proceeded exactly as planned. SENCO's operations resumed the following Monday, and the business was able to pick, pack, ship, and invoice on day one.

In the first few days after go-live, the team monitored system performance closely. As with any major upgrade, a few bumps surfaced, but none lingered. ERP Suites and SENCO worked side by side to address issues quickly, and:

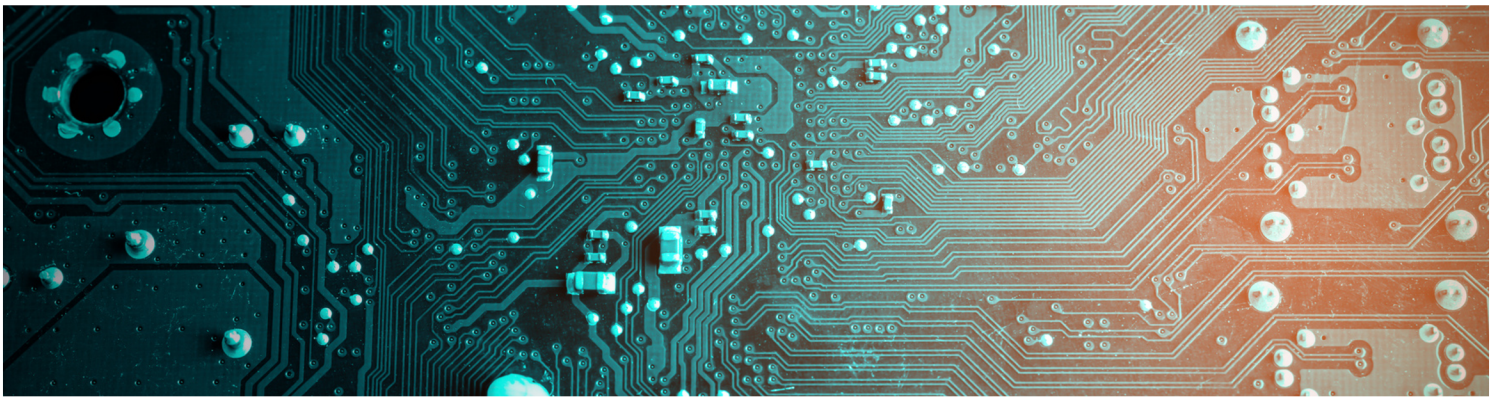
- No high-priority issue remained open for more than a day
- All warehouse operations stayed fully functional throughout stabilization
- The project team maintained clear, rapid communication to keep the business moving

Beyond the technical success, the project strengthened the relationship between the two companies. SENCO now views ERP Suites as a long-term partner. With 9.2 in place, SENCO is positioned to explore new automations, build integrations, and invest in tools that were previously out of reach. The upgrade marked not just a system transformation, but a business transformation.

THE ULTIMATE INFOCUS BUCKET LIST

How many can you check off before you leave Denver?

- [ ] Finally meet someone you've only known through Teams/Zoom
- [ ] Get booth swag you'll actually keep
- [ ] Walk the entire expo floor
- [ ] Take a team photo
- [ ] Take a picture of a presentation slide so you remember it later
- [ ] Make it to an evening event
- [ ] Meet a first-time INFOCUS attendee
- [ ] Stay out later than you planned
- [ ] See an AI Agent in action
- [ ] Talk to someone who has been using JDE longer than you
- [ ] Leave INFOCUS with at least one idea you're genuinely excited to bring back to your team.



TECHNICAL UPGRADE VS. BUSINESS TRANSFORMATION: WHAT'S THE DIFFERENCE?

If you've spent any time discussing ERP modernization, you've probably heard the terms technical upgrade and business transformation used interchangeably. While they are often part of the same modernization strategy, they are not the same thing. Understanding the difference is important because each serves a different purpose. One focuses on the technology that supports your ERP environment. The other focuses on improving how your business operates.

For organizations running JDE this distinction can significantly impact how modernization initiatives are planned, funded, and measured. Companies that understand the difference are better equipped to prioritize investments, set realistic expectations, and create a roadmap that delivers measurable business value.

What is a Technical Upgrade?

A technical upgrade focuses on the underlying technology that supports your ERP system. The goal is to keep the environment secure, stable, supported, and capable of leveraging modern technology.

For JDE customers, a technical upgrade may include:

- Upgrading Tools Releases
- Migrating from 32-bit to 64-bit architecture
- Moving infrastructure to the cloud
- Improving security and compliance
- Updating databases and middleware
- Ensuring compatibility with newer technologies

These projects are typically driven by IT priorities such as security, supportability, performance, or infrastructure modernization. From a business user's perspective, however, a technical upgrade often feels invisible. Employees may notice improved system performance, fewer outages, or a more stable experience, but the way they perform their daily work usually remains unchanged.

That doesn't make technical upgrades any less important. They are essential for maintaining a healthy ERP environment and preparing the organization for future innovation. The key is understanding that a technical upgrade is often the foundation for improvement.

What Is Business Transformation?

Business transformation focuses on improving how work gets done. Rather than asking, "How do we modernize our ERP system?" Business transformation asks, "How can we improve the way our employees and processes operate?"

Transformation initiatives often involve:

- Automating repetitive tasks
- Streamlining approvals and workflows
- Improving reporting and visibility
- Eliminating manual workarounds
- Integrating disconnected systems
- Enhancing the user experience
- Leveraging AI and intelligent automation





Unlike a technical upgrade, business transformation directly impacts day-to-day operations. For example, a finance employee who currently moves between multiple screens to complete a task may be able to access everything they need from a single workflow. Managers who previously relied on manually generated reports may gain access to real-time dashboards and visibility into operational performance. Processes that once required significant manual effort can be automated. The goal isn't simply to implement new technology. The goal is to create a more efficient, productive, and scalable way of working.

Why Businesses Confuse the Two

One of the most common misconceptions in ERP modernization is the belief that upgrading technology automatically transforms the business. It doesn't.

An organization can move to the cloud, improve security, upgrade infrastructure, and stay current on its ERP releases while employees continue working exactly as they did before. The system may technically be better, but the business itself hasn't changed.

Part of the confusion comes from how ERP upgrades have evolved over time. Historically, organizations often viewed technical upgrades as IT projects and application upgrades as business projects. Business users paid attention to application enhancements because they introduced new functionality. Technical upgrades happened largely behind the scenes. Today, many of the most valuable improvements available to JD Edwards customers come through technology capabilities such as workflow automation, orchestrations, user experience enhancements, dashboards, widgets, and AI-enabling technologies.

As a result, organizations can no longer treat technical upgrades as purely IT initiatives. Many of the capabilities delivered through modernization have the potential to improve business processes, but only if the business is involved in the conversation.

A Technical Upgrade Creates Opportunity. Transformation Creates ROI.

This is where many modernization projects fall short. A technical upgrade creates access to new capabilities. Business transformation turns those capabilities into measurable business value. Consider an organization that upgrades its JD Edwards environment and gains access to enhanced reporting tools, workflow automation, improved user experiences, and future AI capabilities. If none of those capabilities are implemented, what has actually changed? The organization is more secure. The system is current. IT has reduced risk. Those are important outcomes. However, employees are still completing the same tasks, following the same processes, and experiencing the same inefficiencies.

The real return on investment comes when organizations use modernization as an opportunity to improve how the business operates. That may include:

- Reducing the number of steps required to complete routine tasks
- Automating manual processes
- Improving visibility into operational data
- Eliminating repetitive work
- Streamlining approvals and decision-making
- Preparing key processes for future AI initiatives

Technology alone doesn't create ROI. Business improvements do.

THE MODERNIZATION PERSONALITY TEST

Which organization are you?

1. Someone needs a report. What happens next?

A) I'll send you the spreadsheet.

B) We actually built something custom for that.

C) Give me 20 minutes. I have to pull it together.

D) Which system do you need it from?

2. If your business processes had a junk drawer, what would be inside?

A) Old trackers, exports, templates, and things you might need someday.

B) Years of tweaks, enhancements, and special requests.

C) Checklists, instructions, reminders, and sticky notes.

D) APIs, interfaces, file transfers, and connections nobody wants to touch.

3. Your team is given an extra five hours every week. Where did they probably come from?

A) Less time searching for and reconciling information.

B) Less time maintaining old solutions.

C) Fewer repetitive tasks and handoffs.

D) Less troubleshooting between systems.

4. Which meeting comment makes everyone suddenly nervous?

A) Who changed the spreadsheet?

B) Oracle changed that functionality.

C) Wait… who normally does that step?

D) Does anyone know what feeds this system?

5. Which sentence best describes your documentation?

A) We have it somewhere.

B) The original documentation is a little outdated.

C) Most people just learn it from someone else.

D) We have a diagram, but I'm not sure it's current.

6. You get one modernization wish. What are you fixing first?

A) Making information easier to find, share, and trust.

B) Simplifying years of changes that have piled up.

C) Getting repetitive work off your team's plate.

D) Getting your systems and data working better together.



Mostly A's: The Spreadsheet Empire

Excel isn't just a tool at your organization. It's practically infrastructure. Your spreadsheets have owners, processes, dependencies, and probably a few formulas nobody wants to touch.

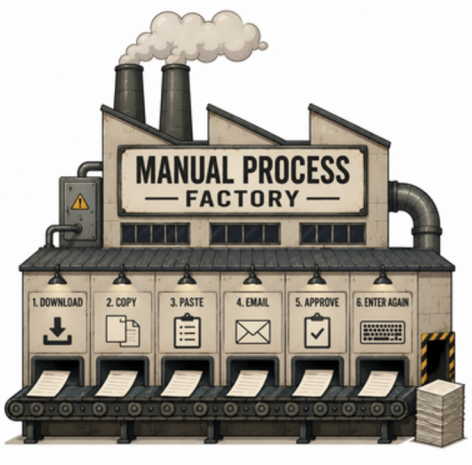
Your modernization opportunity: Look for places where spreadsheets have become part of the process instead of simply supporting it.

Mostly B's: The Customization Kingdom

Why use standard functionality when you can make it exactly how you want it? Over the years, your JDE environment has accumulated customizations on top of customizations. Some are incredibly valuable. Others might have outlived the problem they were originally built to solve.

Your modernization opportunity: Figure out what still creates value, and what you're maintaining simply because it's there.





Mostly C's: The Manual Process Factory

Your people deserve an award. They're copying. Pasting. Re-entering. Uploading. Downloading. Emailing. And somehow keeping the whole thing moving.

Your modernization opportunity: Find the repetitive work your people are doing that technology could be doing instead.

Mostly D's: The Integration Maze

Everything talks to everything. The question is how. Your business has grown, systems have been added, integrations have been built, and somewhere along the way your architecture started looking a little… creative.

Your modernization opportunity: Understand how data is moving today and where disconnected systems are creating unnecessary complexity.



WHAT COULD YOU AUTOMATE BY NEXT WEEK?

That process your team clicks through every day? There may already be an Orchestration for that. ERP Suites' Rapid Orchestrations take JDE automations we've successfully implemented for other customers and rebuilds them for your environment in 2-5 days. This gives you a faster way to eliminate repetitive steps, simplify everyday processes, and give users a better experience without starting from scratch.





IS AI COMING TO JD EDWARDS?

Yes, AI is already here for JD Edwards, but probably not in the way you think. Rather than being embedded directly into JD Edwards, AI can work alongside your ERP through technologies like AIS, Orchestrator, and APIs. That means organizations can introduce AI capabilities without replacing the ERP system they've invested in for years.



“AI isn't coming to JD Edwards. It's already here.”

Rather than modifying the core ERP, AI connects to JD Edwards through AIS, Orchestrator, and APIs. These technologies allow AI to securely access data, execute processes, and use existing business logic and security. Organizations can build integrations or work with a JD Edwards partner to add intelligent assistants, document processing, workflow support, and decision-making tools.

Oracle hasn’t embedded AI directly into JD Edwards. Instead, AI connects through existing technologies, helping employees access information, automate tasks, and make decisions.

WHAT CAN AI DO WITH JD EDWARDS?

AI can help JD Edwards users find information faster, make better decisions, and reduce repetitive work through AI agents, natural language search, intelligent recommendations, and automated tasks. Through APIs, AI can also connect JD Edwards with other applications across the enterprise.





Finance has enough moving parts. Your EPM strategy shouldn't add more. ERP Suites helps finance teams simplify the way they plan, report, consolidate, and close. Our services cover EPM assessments and roadmaps, implementations and conversions, M&A and divestures, plus ongoing managed services, all built around where your business is today and where you want to go next.

We support a wide range of EPM platforms, including Oracle EPM Cloud, OneStream, Workday Adaptive Planning, Anaplan, and Oracle Hyperion. That means our team can work with the technology you have today, help you evaluate what else is out there, or guide your move to something new.

We Asked 5 JDE Experts One Question:

"WHAT'S ONE THING YOU WISH EVERY JD EDWARDS CUSTOMER KNEW?"



INTEGRATION POSSIBILITIES

If your company wants a different channel/interface to JD Edwards applications or data the AIS/Orchestration REST API open a versatile wealth of opportunities.



ORCHESTRATION POWER

JDE using Orchestrations can create or perform just about any EnterpriseOne web application or Server Manager task with the proper security and understanding.



TELL US EVERYTHING

That change you made right before things stopped working... yes, it probably had something to do with it. Please just tell your CNCs now so they don't have to figure it out the hard way and spend hours looking to correct the issue.



UNLOCKING AI POSSIBILITIES

You can leverage many different AI features with multiple systems if you partner with experienced teams that have the experience and know-how.



LOOK DEEPER

Every problem does not automatically mean a package build failed.