



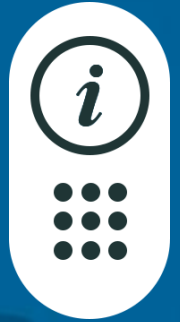
# Driving User Training & Adoption with Oracle Guided Learning for JD Edwards (OGL4JDE)

**The Fulton Hogan  
Success Story**



# Today's Agenda

Exploring Oracle Guided Learning for JD Edwards



- Introductions
- Steltix & OGL
- Fulton Hogan
- Oracle Guided Learning (Digital Adoption Platform)
- OGL4JDE – Solution Demonstration
- Summary and Q&A

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## Today's Presenters



**Gijs Vodegel**

Sr. Sales Executive  
Steltix



**Jong Tang**

Supply Chain & Manufacturing  
Consultant, Steltix

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## UNIVERSITY



Jason Mathias  
Senior Director

"Steltix is our foremost and preferred Global Partner for Oracle Guided Learning for JDE and the only Partner driving the Global GTM Strategy for OGL4JDE! Steltix is leading the way in supporting our customers around the world."



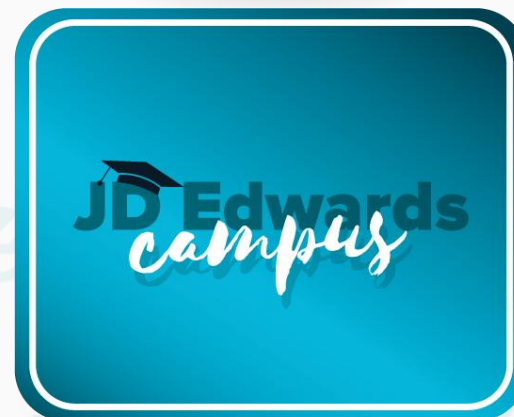
Arlette (Wakelkamp) Vonk EMEA & JAPAC Digital Adoption  
Leader Oracle University & Daniel Smith, Steltix



## JD Edwards Learning Hub

A paradigm shift in Training  
& Adoption Methodologies

Empower your project team and users with ongoing training to understand Implementations & Net Change Projects and drive continuous learning for business success!



# Fulton Hogan | Introduction





# Oracle Guided Learning Customer's Success

Continuous Innovation and User Adoption  
enabled by Oracle Guided Learning for JD Edwards



Alisha Peter  
Programme Planner  
FSP Programme Fulton Hogan



“Our people are so excited to use OGL4JDE. No more manual training guides. Live, in app navigation and training. Instrumentation throughout our JDE9.2 Design, UAT and Rollout.

**It's a Game-Changer!**



**63%**

**Reduced** support requests to helpdesk

**78%**

**Faster use of new** applications and features

**76%**

**Higher User adoption of** new applications within one year

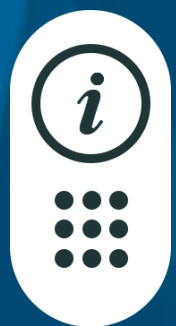
**3 months**

**Payback**

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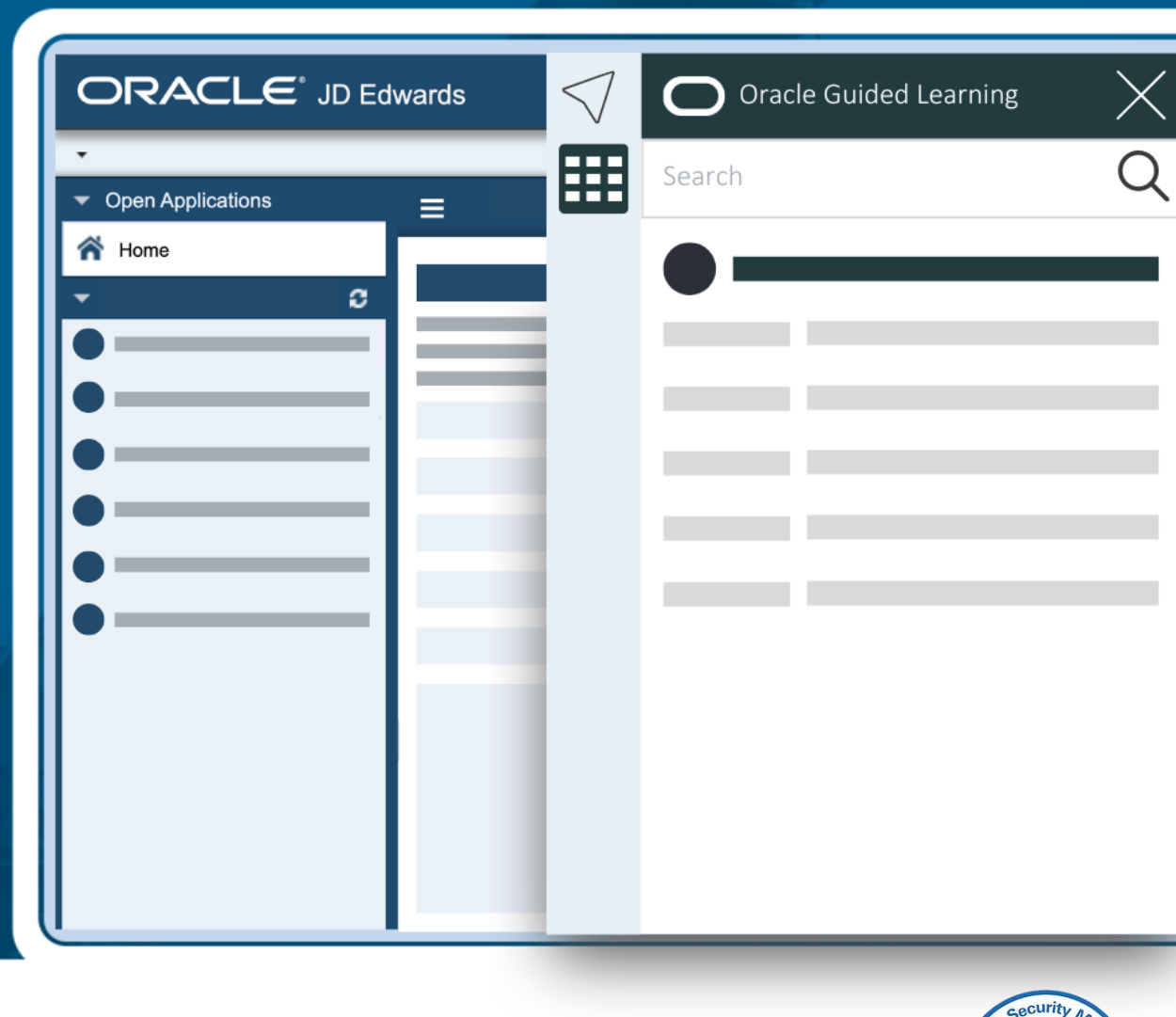
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Source: [IDC 2021, Business Value of Oracle Guided Report](#)



# Oracle Guided Learning

Digital Adoption Platform



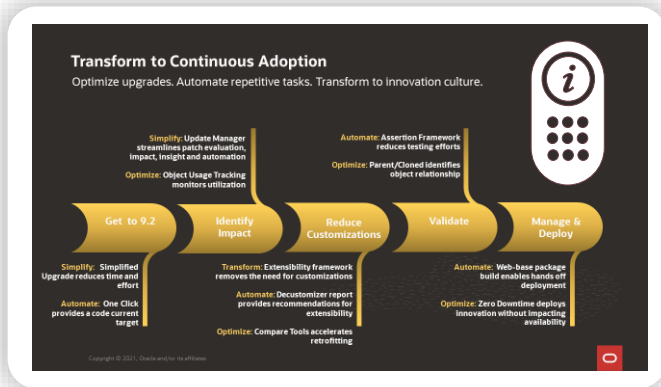
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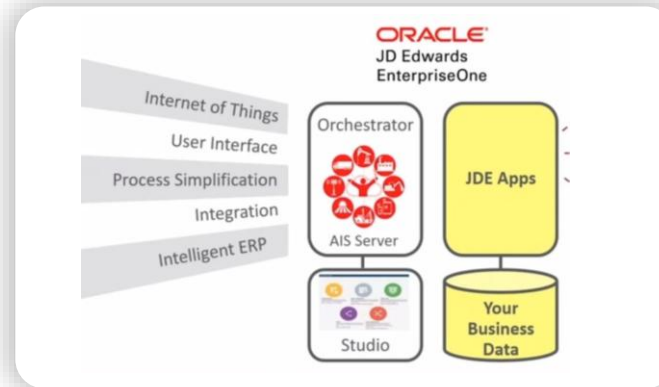


# The Training & Adoption Revolution



## JDE Continuous Release

JDE is constantly changing through the Continuous Quarterly Release program. OGL4JDE drives Continuous Adoption by enabling companies to support their users with updated guides and content to increase user adoption of innovations as well as providing announcements to elevate users' awareness to new and upcoming features



## Customer Driven Innovations

Companies that are taking advantage of JDE Orchestrations can leverage OGL4JDE to deploy tips across new or updated policies, create training guides for Orchestrations and non-standard JDE objects. Arm your support teams to use OGL4JDE guides when helping users



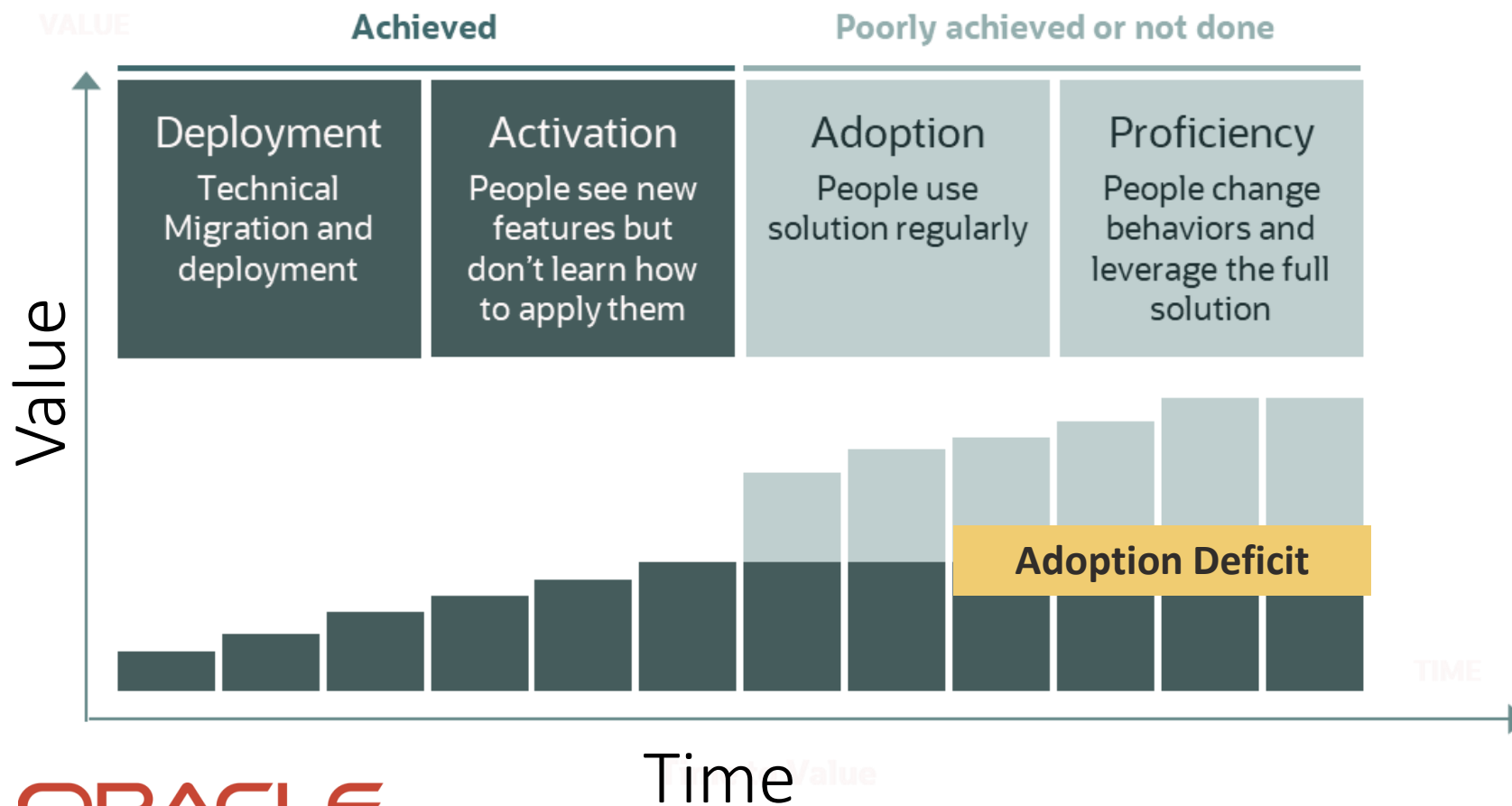
## People, Processes & Technology

While technology plays a crucial role, it is equally important to focus on developing our people and processes to ensure successful outcomes. It is this integration of People, Process and Technology that forms the cornerstone of our strategy



# What Problem Are We Solving with a DAP?

## The End User Perspective





# Digital Adoption Platforms Help Facilitate Business Success

## Adoption Challenges

Reduced productivity  
Human Errors

Time wasted searching fragmented help (training, self-serve, new policies, documentation...)

Communication overload  
Change Fatigue

## Digital Adoption Platforms (DAP)



DAPs are revolutionising user training and adoption.

## Results

Employee Confidence  
Increased Engagement  
Faster User Adoption



DAPs deliver in-app coaching, contextually, live to the user as they perform the process...



# OGL4JDE Supports JD Edwards & Non-Oracle Applications

**ORACLE®**  
JD Edwards

**+ 40** Non-Oracle Applications tested



**steltix**



**servicenow**



**UKG**



**JAGGAER**



**PaymentWorks**



**smartsheet**

Sample of Applications that leverage std & non-std JDE Objects

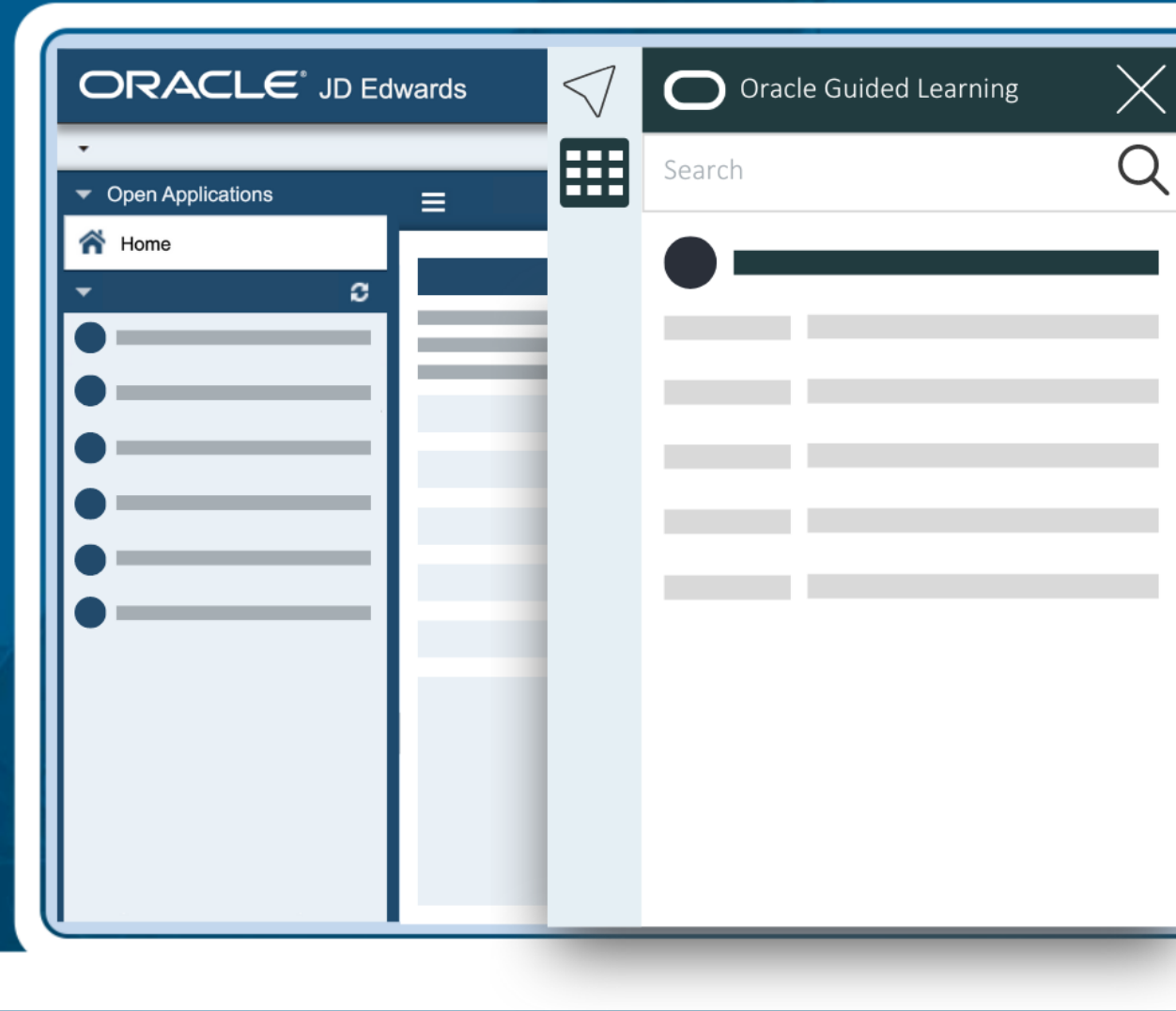
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Sample of over 40 Non-Oracle Applications tested with OGL4JDE.  
Under the OGL4JDE license, JDE, Std & Non-Std Objects plus two additional non-Oracle Applications are covered.



# OGL4JDE

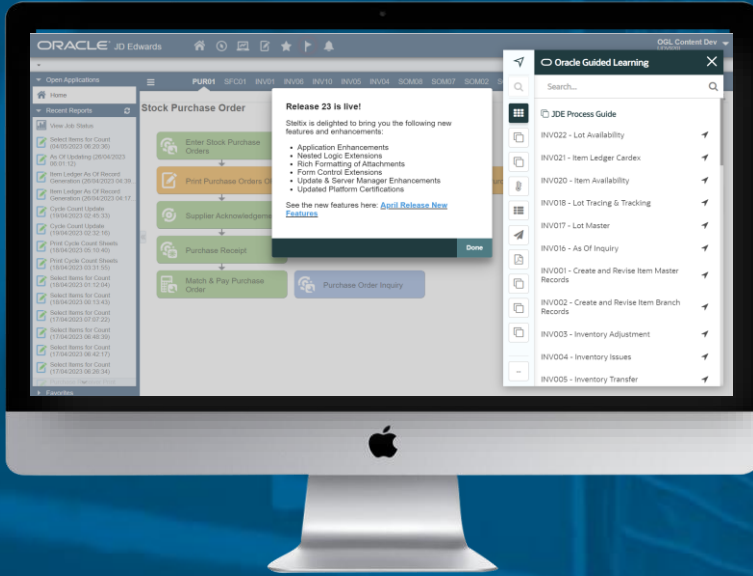
Solution  
Demonstration



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# OGL4JDE Pillars



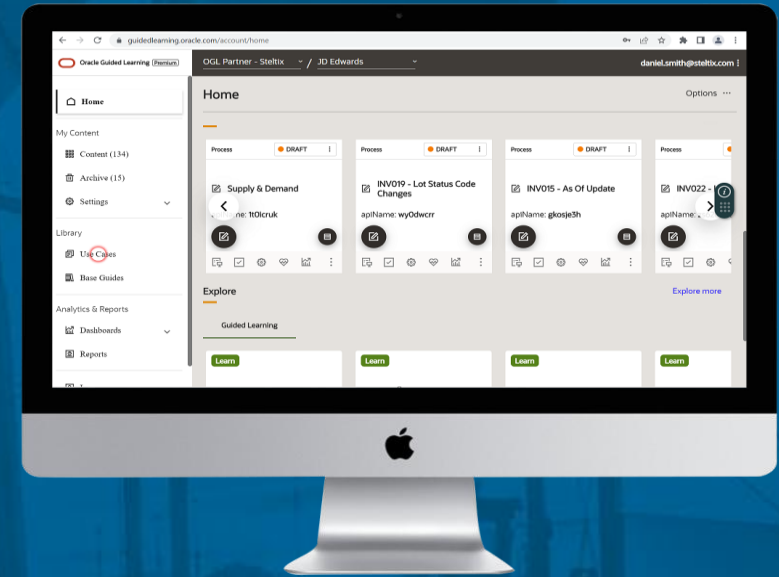
## End User Experience System Users, IT, Support

“Head-up” display, in-application, in the flow of work navigation.



## Business Insights

Change/Training, IT, Bus. Analysts  
SMEs. Details analytics, outcomes, insights & performance.



## Content Creation & Management

SMEs, BU& System Leads, L&D,  
Business Analysts. Multi-application,  
multi-language, multi-versions.

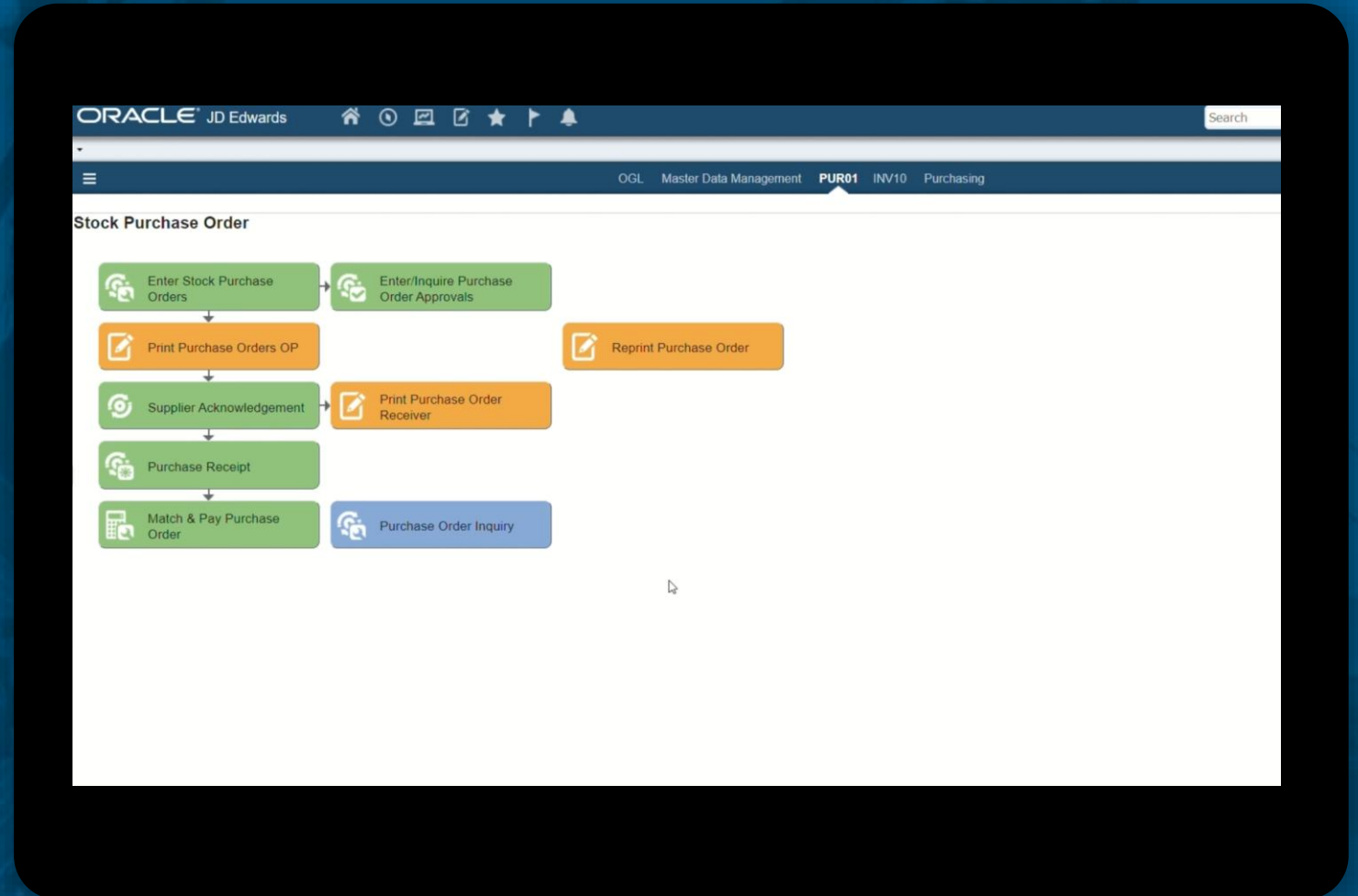
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# OGL4JDE User Experience – Like a GPS for JDE

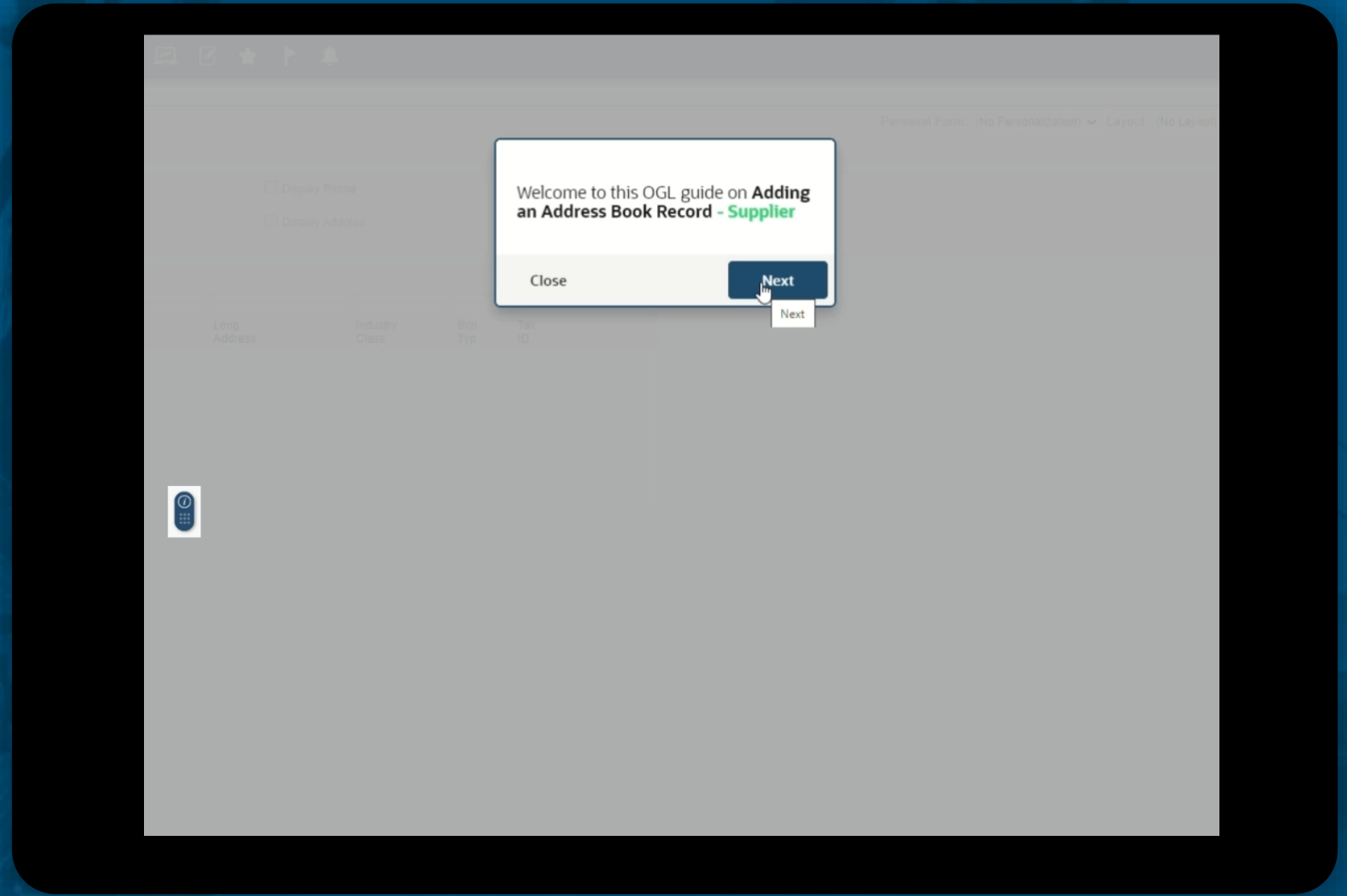
- Role-based, step-by-step navigation in the flow of work
- System, Business Process and Company Policies
- 78% faster user adoption (time-to-proficiency)
- 63% fewer helpline calls during ramp
- In-flow, “GPS-style” guidance at the keyboard (in context)
- Natively integrated with JD Edwards; extends to non-Oracle apps
- Continuous innovation matched by continuous training





# OGL4JDE User Experience – UDO Forms

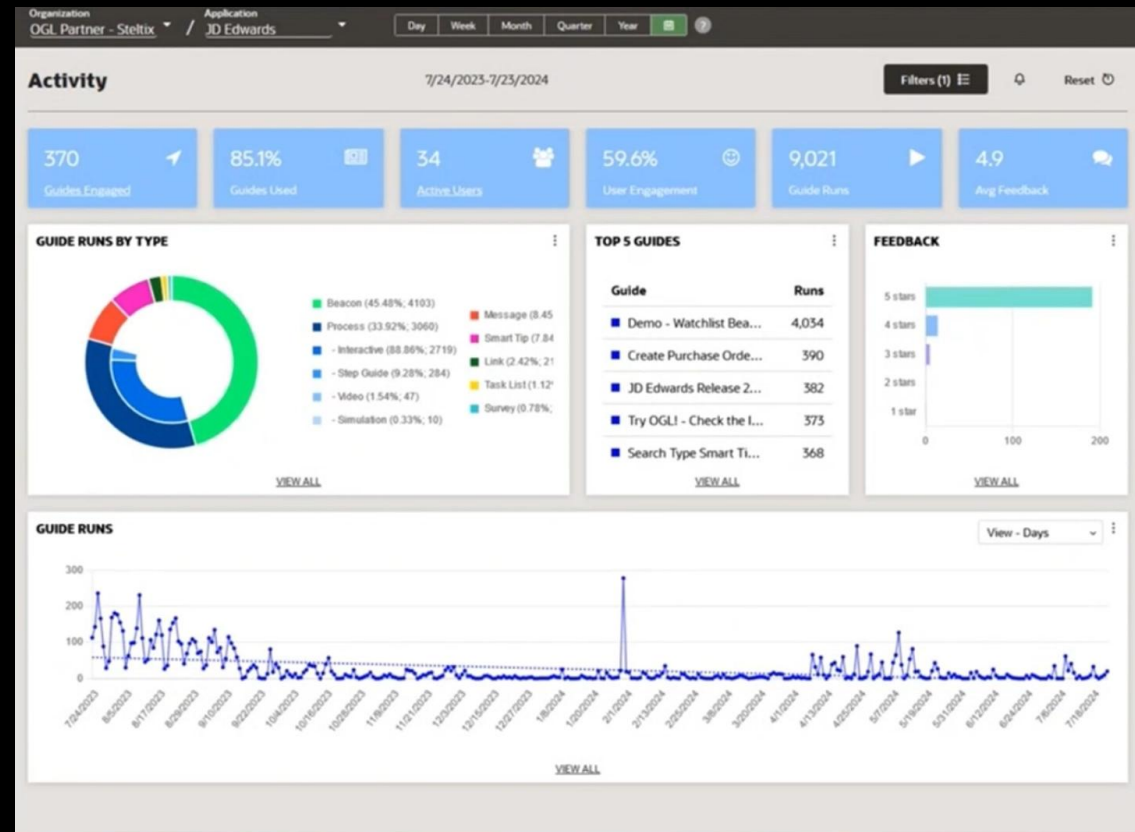
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# OGL4JDE Live Analytics for Change & Training

- Adoption & utilisation by role/cohort (who's using which guide, how often)
- Time-to-proficiency tracking (ramp curve per team/region)
- First-time-right & validation-fail hotspots (fields/steps causing the most rework)
- Trend alerts (spikes in help requests, policy exceptions, or drop-offs)
- Guide health & lifecycle (owner, last updated, "stale" flags, deprecation)
- Role Based Dashboards





# Fulton Hogan Summary

- UPK Content Migration to OGL4JDE
- Natural adoption because of being natively integrated to JDE
- Quick content development by using Steltix 250-300 pre-written navigation guides for JD Edwards
- OGL Analytics for understanding where to support users and tailor specific needs
- Future plans to implement to Salesforce - OGL4JDE license covers JDE + 2 web-based apps



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# Features of OGL4JDE

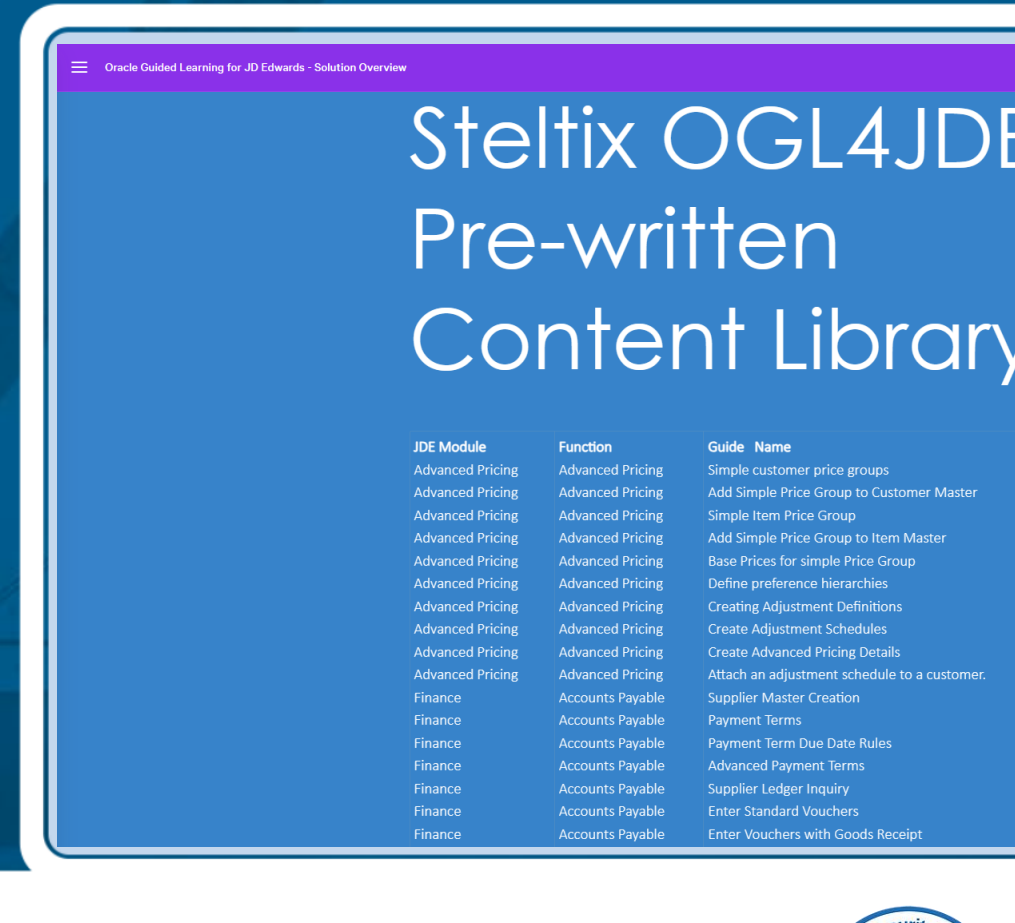
- OGL4JDE is natively integrated via JDE Tools and maintained by Oracle
- Steltix 250-300 pre-written navigation guides for JD Edwards
- Use OGL for all JDE Objects (Std & Non-Std, & Orchestrator )
- Plus - OGL4JDE license covers 3 Apps.  
JDE +2 x non-Oracle web-based Apps ie Salesforce, Office365 etc
- UPK support costs removed from JDE annual support fee
- UPK Content Migration available
- Pricing is on application from Steltix





# Steltix Pre-built OGL4JDE Content Accelerators

- OGL4JDE pre-built Guides and Content Accelerators includes:
  - Financial Management (GL, AR, AP, FA), Procurement, Sales Order Management, Advanced Pricing, Inventory Management, Manufacturing (Shop Floor, PDM, Quality Management), Service Management and Quality
- Training guides are based on standard processes within Oracle JD Edwards 9.2 onward.
- Guides can be easily maintained by our Customers to add, update, archive guides and support JDE configuration or orchestrations, business processes, company policies.
- Generative AI translates content into multi-languages
- Easy to create and, schedule release, of revised content for future JDE releases, orchestrations or non-std objects





# Q&A

## Where to find more Information

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[Jong.tang@steltix.com](mailto:Jong.tang@steltix.com)  
[steltix.com/ogl4jde](https://steltix.com/ogl4jde)

