

# Enterprise Architecture



Organizations are building the foundation to address complex, global business challenges and align common business goals.

**JDA Software: Setting New Industry Standards for Performance, Flexibility and Interoperability while Lowering Total Cost of Ownership**



THE SUPPLY CHAIN COMPANY®



## Why do companies worldwide rely on JDA Software?



## Real Results. Fast.

JDA Software helps the world's leading retailers and suppliers achieve tangible benefits through optimized performance and lower operating costs. Here are some of the real results that JDA customers have achieved using JDA® Enterprise Architecture\*:

### Reduced total cost of ownership

- Decreased cost infrastructure investment through horizontal or vertical scalability
- Simplified deployment and implementation of JDA's advanced solutions
- Reduced day-to-day operational, administration, maintenance and IT costs through the use of open standards and service-oriented architecture (SOA)
- Leveraged gains from a composite application framework using a visual design studio

### Leading-edge technology innovation

- Supported unrivaled scalability and performance proven through benchmark testing and real-world implementations in the world's largest retailers, wholesalers-distributors and manufacturers
- Leveraged a more than 10-year investment in J2EE-based architecture
- Supported multi-terabyte database volumes
- Delivered industry-leading grid computing framework, enabling parallel processing in any hardware configuration
- Provided an entirely software fault-tolerant solution ensuring systematic recovery from technology breakdowns such as network connectivity or hardware failures
- Integrated, consolidated and managed master data without having to replace existing infrastructure investments
- Leveraged metadata configuration instead of coding to extend the business process while still enabling seamless upgrades

### Best-practice business processes

- Benefited from easy-to-use SOA-based system architecture
- Orchestrated business process and user workflows with visual design studio
- Leveraged business to data abstractions to facilitate communication using company-specific terminology
- Accelerated business growth by enabling JDA application solution expansion to support other business units or geographies
- Increased high-value activity efficiency and productivity
- Delivered improved view of key metrics such as financial and operating results
- Enabled faster and more informed decision making

\* Represents actual results realized by JDA customers



## Challenge: IT Platforms Failing to Optimally Support Today's Evolving Business Requirements

Technology has been pivotal in helping companies better manage their mission-critical operations and automate processes. Whether the goal was to accelerate production, growth or decision making, companies have significantly invested in software, hardware, servers and the accompanying infrastructure. As a result, supply chain leaders are faced with increasingly complex IT environments that are too expensive to maintain and nearly impossible to integrate.

With today's competitive pressures requiring more optimized processes, precise actions and intelligent decisions, business leaders are expecting even more from their IT investments – more power, reliability, flexibility and scalability. From the executive suite to the warehouse floor, no one wants to waste time with systems that are down or requiring manual overrides. There is no room for disconnected decisions, sub-optimized processes or breakdowns in information flow. And there is less tolerance for investments in safety stock or extra staffing to compensate for poor performance. While the business rules have changed, companies still need game-changing innovations to stay in play.

"We've been able to get the entire supply chain group at Fairchild on the same business plan with regard to managing the product. The team will tell you that they are no longer lacking any information. I'm not talking about data, I'm talking about information that is needed to run the company – they can see it, and JDA is a strategic part of that vision for them."

*John Watkins  
former Senior Vice President and CIO,  
Fairchild Semiconductor*

# Reliable, Adaptable, Scalable

## Solution: Supporting Process Coordination and Optimization with Proven Enterprise Architecture

JDA Enterprise Architecture is uniquely designed to address today's complex and competitive business landscape. Proven worldwide in hundreds of production deployments, JDA Enterprise Architecture serves as the underlying foundation for JDA's powerful business solutions' master and operational data, security, exception management, workflow, analysis and reporting. Setting the industry standard for stability, scalability and extensibility, JDA's platform supports advanced process coordination and optimization for improved response and agility.

Whether acquiring locations or launching new channels, you can be confident that JDA Enterprise Architecture will accelerate your business growth. The solution can be linearly scaled by adding incremental computing power – no need for larger and faster monolithic systems. Instead, your requirements can be met by horizontally scaling low-cost standard server hardware. JDA Enterprise Architecture also provides you with a trusted infrastructure with built-in processes and services for enterprise data management, enabling you to integrate and consolidate master data without having to replace existing infrastructure investments. With all that JDA Enterprise Architecture delivers, JDA customers realize the industry's lowest total cost of ownership.

## Gain the Performance and Reliability You Need Every Hour, Every Day

Meeting ever-evolving business demands means doing more in less time. Calculating a replenishment plan once per week, for example, is no longer sufficient. Now, calculations must often be made multiple times a day and with data requirements moving from weekly to daily history. The JDA Enterprise Architecture grid computing framework supports these performance requirements and more.

Its low-cost, scalable infrastructure enables JDA solutions to drive your critical processes and deliver unparalleled results time and again. Since the JDA Enterprise Architecture is fully fault-tolerant, your company will always have access to the data and information you need, when you need it, regardless of data center failures. If a server crashes, JDA Enterprise Architecture will identify the failure, take corrective actions and reassign just that subset of the process to another server. With no requirement to restart the entire job, your professionals can count on having the daily data and information they need to stay on track.

JDA Enterprise Architecture also provides a service-oriented architecture (SOA) and an integrated visual environment for managing data models, business logic, workflows and user interaction. Built on the Web services paradigm, this platform coexists naturally and complements other enterprise platforms, enabling you to leverage your existing technology investments.

## Supports Every Users' Unique Navigational and Information Requirements

Your business is unique and so are your employees. JDA Enterprise Architecture enables you to support this individuality. You can configure the applications' user interfaces (UIs) to display just the information that makes sense to your business and each user. With JDA Enterprise Architecture, you can also present the information the way that your users want to view and use it without IT programming. Plus, JDA Enterprise Architecture adapts to your requirements so you won't have to change your daily business terms.

JDA Enterprise Architecture also accommodates each user's unique role with navigation options. The solution supports both a highly prescriptive path through a JDA application, as well as a dynamic ability to navigate to any related information given the data that is currently displayed. When you need to quickly navigate within and across applications, JDA Enterprise Architecture helps you by knowing where you are and guiding you to the other capabilities.



## Maximize Your IT Skills and Resources

Today's complex IT environments feature a broad range of applications – some designed in-house, some highly customized and others that are relatively new packages. The trick is getting all recruit-and-retain IT experts capable of mastering proprietary coding languages.

JDA designed JDA Enterprise Architecture to support open standards in line with your team's current IT skills. Sharing data and processes across JDA solutions and other third-party applications is much easier with its integration tools leveraging the power of JDA's extensible data-driven architecture. You can also more efficiently communicate, share information and determine actions with your business partners.

**"In today's highly competitive marketplace, it is imperative to rapidly respond to market changes and proactively meet fluctuations within the demand and supply chain. JDA solutions will allow us to optimize business processes in all of our divisions including merchandise planning, demand planning and through the replenishment process. By tightly integrating these core business processes, it will allow us to collaborate internally, ensuring that we meet our customers' needs and thrive in our industry. The advanced functionality within JDA solutions will take us to the next level."**

*Randy Burdick  
Executive Vice President & Chief Information Officer,  
OfficeMax*

# Sample of JDA's Enterprise Architecture Customers



3M Company  
Amway Corporation  
Asian Paints Limited  
Avon Products, Inc.  
Bath & Body Works, Inc.  
Bed Bath & Beyond Inc.  
BP America, Inc.  
Bristol-Myers Squibb Company  
Canadian Tire Corp Ltd  
Castrol Ltd  
Caterpillar Inc.  
Cementos Argos SA  
Chrysler LLC  
Church & Dwight Co., Inc.  
Coach, Inc.  
CompUSA Inc.  
Continental Airlines, Inc.  
Cooper Tire & Rubber Company  
Cummins, Inc.  
Defense Logistics Agency- DPMS  
Del Monte Foods Company  
Dell Inc.  
DHL Group  
Dole Food Company, Inc.  
DSG Retail Limited  
Duracell Batteries  
Essar Steel Ltd  
EXEL North America  
Express, LLC  
Fairchild Semiconductor International, Inc.  
FILA S.P.A.  
Frito-Lay Trading Company GmbH  
Fuji Photo Film Co Ltd  
GE Appliances Inc.  
General Motors Corporation  
Gordon Food Service Inc.  
Grupo Modelo SA de CV  
Guri Import and Distribution Ltd  
Heinz Company Ltd  
Hitachi, Ltd  
Honeywell International Inc.  
Hyundai Motor Company  
IBM  
IKEA IT AB  
Indian Oil Corporation Limited  
Johnson & Johnson Sales and  
Logistics Co, LLC  
Lenovo Group Limited  
Levi Strauss Singapore Pte Ltd  
Lowe's Companies, Inc.  
Marriott International, Inc.  
McDonald's France  
Meijer, Inc.  
Mercedes-Benz USA, LLC  
Mr Price Group Ltd  
NEC Corporation  
Nestlé USA, Inc.  
Nissan North America, Inc.  
OfficeMax Incorporated  
ON Semiconductor Corp.  
Paramount Pictures Corporation  
Penske Logistics, Inc.  
PepsiCo, Inc.  
POSCO ICT Company Ltd  
Publix Super Markets, Inc.  
RadioShack Corporation  
Reckitt Benckiser Plc  
Samsung Electronics Co., Ltd  
SanDisk Corporation  
Sara Lee Food & Beverage  
Schick Asia Ltd  
Sony Corporation  
Sprint Nextel Corporation  
SSAB Oxelösund AB  
Swagelok Company  
Swire Beverage  
Tata Steel (Thailand) Public Company  
Limited  
Tata Steel Limited  
Tempur-Pedic International Inc.  
Texas Instruments Incorporated  
The Black & Decker Corporation  
The Dannon Company, Inc.  
The Goodyear Tire & Rubber Company  
The Scotts Company LLC  
The Timberland Company  
The TJX Companies, Inc.  
The Valspar Corporation  
Toshiba Corporation  
Unilever Home & Personal Care  
United States Steel Corporation  
Victoria's Secret Stores, Inc.  
Warner Music United Kingdom  
WE Europe B.V.  
Whirlpool Corporation  
Woolworths Limited  
Xerox International Partners

## JDA Delivers End-to-End Capabilities for Superior Business Performance, Operating Efficiency and Scale

Requirements	JDA Capabilities	Benefits
<b>Security</b>	<ul style="list-style-type: none"> <li>Provides a centralized security interface that manages user access across multiple applications</li> <li>Provides full CRUD (create, retrieve, update, delete) data and feature security</li> <li>Integrates seamlessly to Lightweight Directory Access Protocol (LDAP) and single sign-on systems, enabling companies to manage a single-user store</li> <li>Leverages Oracle Fine-Grained Auditing to provide a complete audit trail to all user activities including before and after values</li> </ul>	<ul style="list-style-type: none"> <li>Provides comprehensive protection with minimal complexity</li> <li>Reduces redundant systems to decrease areas of risk</li> <li>Streamlines control of what users can see and manage</li> <li>Supports privacy and accountability policies</li> </ul>
<b>Business Customization</b>	<ul style="list-style-type: none"> <li>Provides a composite application framework</li> <li>Enables users to move from one application to another with complete data context</li> <li>Enables tailoring of screens and vernacular in order to meet business or individual user needs through configuration instead of code</li> <li>Enables fluid screen views into global, site or individual user-defined workflow and task lists</li> <li>Empowers users to manage their common activities efficiently</li> <li>Supports quicker user training through process standardization</li> </ul>	<ul style="list-style-type: none"> <li>Addresses specific company needs and business processes with a configured system</li> <li>Reduces costs and resources associated with training</li> <li>Maximizes employee productivity by creating a more usable work environment</li> <li>Enables employees to work intuitively by presenting the tasks that are necessary for their roles</li> </ul>
<b>Enterprise Change Management</b>	<ul style="list-style-type: none"> <li>Enables companies to identify, track and control change across multiple lines of business</li> <li>Supports configuring a UI or business process in test systems and then programmatically moving to a production system without re-entering data, reconfiguring screens or republishing to a user community</li> <li>Allows customizations to be stored and reused on other systems</li> </ul>	<ul style="list-style-type: none"> <li>Accelerates installations and upgrades</li> <li>Supports dramatic efficiency improvements</li> <li>Significantly reduces costs and dedicated resources</li> <li>Ensures data accuracy and minimizes the potential for errors associated with manual procedures</li> </ul>
<b>Automated Alerting &amp; Exception Management</b>	<ul style="list-style-type: none"> <li>Monitors real-time events or data mining and then proactively generates user-specific error messages</li> <li>Automates employee efforts to address problems and process breakdowns by immediately directing them to any “hot issues”</li> <li>Escalates issues that are not resolved within a defined time period to engage management as needed</li> </ul>	<ul style="list-style-type: none"> <li>Averts issues before they reach critical status</li> <li>Accelerates determining who should respond to an issue, how they should respond and with what tools to efficiently mitigate damages</li> <li>Enables proven, repeatable strategies for consistent problem-solving that maximizes resources</li> </ul>
<b>Metadata</b>	<ul style="list-style-type: none"> <li>Enables companies to bring in their own attributes and tables so they can manage their businesses using their own data context</li> <li>Allows companies to change the name of every JDA attribute so the complete UI will be presented to the user in the language and terminology they understand</li> <li>Enables companies to bring their custom processes into the system so users have a seamless process flow</li> </ul>	<ul style="list-style-type: none"> <li>Makes it easier and faster to retrieve and use an information resource</li> <li>Speeds deployment, compliance, business intelligence and master data integration projects</li> <li>Provides key insight into information origin</li> </ul>
<b>Master Data Management</b>	<ul style="list-style-type: none"> <li>Delivers the ability to stage, consolidate, validate, cleanse, store, augment, cross-reference and publish data to a company’s own IT infrastructure</li> <li>Creates and maintains data management processes such as item maintenance, bill-of-material maintenance, supply chain maintenance resource calendars and inventory optimization parameters</li> <li>Supports creation of data validation rules with powerful validation framework</li> </ul>	<ul style="list-style-type: none"> <li>Ensures cross-system data consistency</li> <li>Improves management of data flow</li> <li>Drives flawless business process execution</li> <li>Provides the ability to leverage existing IT investments</li> <li>Reduces total cost of ownership</li> </ul>
<b>Scalability &amp; Performance</b>	<ul style="list-style-type: none"> <li>Provides unmatched algorithm processing using grid computing</li> <li>Features fault tolerant processing</li> <li>Offers hardware deployment flexibility</li> </ul>	<ul style="list-style-type: none"> <li>Delivers superior business performance, operating efficiency and scale</li> <li>Ensures results are available on time, every time</li> </ul>

"JDA's products provided clear financial and operating results while improving our capability and capacity. It has enabled us to take on the future. If you're not enabled, you start missing opportunities by hurting customer service levels on one end and product obsolescence on the other."

Brett Frankenber  
Director of Supply Chain Planning,  
Coca-Cola Bottling Company Consolidated



## About JDA Software Group, Inc.

JDA® Software Group, Inc. (NASDAQ: JDAS), The Supply Chain Company®, is a leading global provider of innovative supply chain management, merchandising and pricing excellence solutions. JDA empowers more than 6,000 companies of all sizes to make optimal decisions that improve profitability and achieve real results in the discrete and process manufacturing, wholesale distribution, transportation, retail and services industries. With an integrated solutions offering that spans the entire supply chain from materials to the consumer, JDA leverages the powerful heritage and knowledge capital of acquired market leaders including i2 Technologies®, Manugistics®, E3®, Intactix® and Arthur®. JDA's multiple service options provide customers with flexible configurations, rapid time-to-value, lower total cost of ownership and 24/7 functional and technical support and expertise.

Now you can be among the JDA Enterprise Architecture customers reporting outstanding results and an unsurpassed performance with the following components:

- Enterprise Architecture
- Agile Business Process Platform
- Monitor
- Master Data Management

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