

# Predictive Knowledge Sharing for JD Edwards EnterpriseOne

## How do you support a highly customized application?

How do you support a highly customized software application? Not by increasing the layers to get an answer to your end-user. With kaleo, we directly place the answers your SMEs have provided at the fingertips of your users. With our Predictive Knowledge Sharing, questions that have been answered before will automatically surface to the top providing the user with seamless, in-line usage support.

### Are you experiencing these challenges?

- Increasing ERP support costs - internal or call center
- Disruptions and failures discovered too late or even post go-live
- Lack of internal understanding of customizations and full features

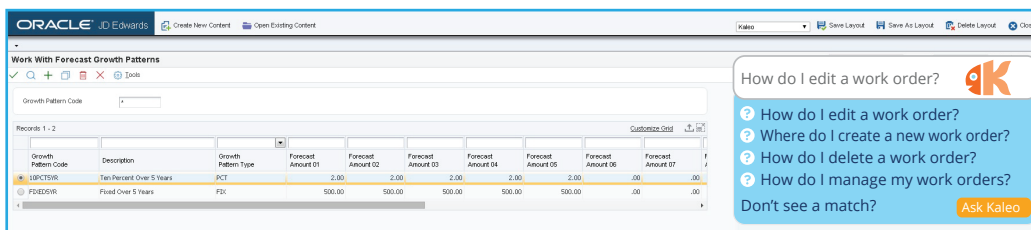
**"Since we went live with Kaleo just 3 weeks ago, we are in the process of shutting down our phone and email support to our users and they will rely 100% on Kaleo"**

Lori Nicholson, EVP Global Business Services & Continuous Improvement  
**Viacom**

## Kaleo Nearly Eliminates On-Going Support Costs

With Kaleo, organizations can easily reduce support costs, minimize risk, and reduce ramp up time during upgrades, all while increasing productivity exponentially.

- ✓ Increase the satisfaction and adoption rate of your end users
- ✓ Reduce burden to subject matter experts by enabling them to answer redundant questions ONCE
- ✓ Inform internal technology teams on non-intuitive customizations to enhance on-going usability



Our customers include



# Leverage Kaleo's Expert Routing Reduce Support Costs and Minimize Risk

## How it works

### Collection

Kaleo captures all of your employees' questions, and routes each question to the person that can best answer — we refer to them as "experts". Your expert provides the answer, and it becomes available for everyone in your organization.

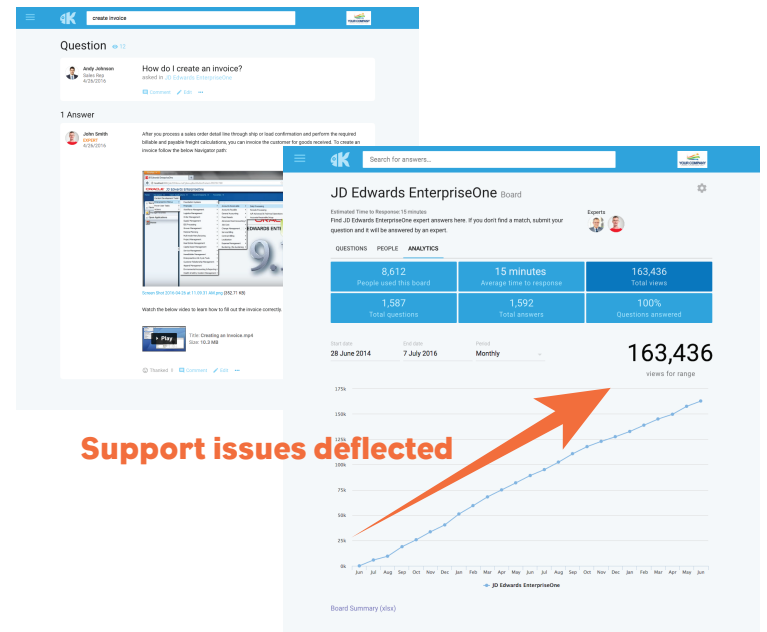
### Analysis

Kaleo looks at existing data about your people, the questions they've asked, and triggers or events within your organization. It focuses on finding patterns to make connections between employees and knowledge previously captured.

### Predictive Sharing

Based on proprietary algorithms, Kaleo predicts what answers or information your employees may need next. The system automatically shares knowledge with your employees, even before they ask.

Kaleo works with all JD Edwards versions, and both on-prem and Cloud



**"Kaleo changes the way employees interact with the entire enterprise in a way that is comfortable"**

Colleen Wolf, CIO  
Ventura Foods



Kaleo is an Oracle Gold Partner & an Oracle Verified Integration

Visit our website to request a demo:  
[kaleosoftware.com](http://kaleosoftware.com)