

Industrial Technology Company Legacy Systems Support Services



HIGHLIGHTS

- Quick and effective support services transition to the Spinnaker Support team, enabling client staff and management to shift focus to strategic business initiatives
- Solution utilizes on-site and remote service delivery by expert level technical and functional support engineers who perform to the highest professional standards
- Solution consistently achieves and exceeds client SLA expectations
- Uninterrupted support coverage enabled by multiple levels of resource redundancy
- Flexible resource pools mean adjusting to unplanned fluxes in monthly call volume are easily managed
- Team effectively collaborates with client management, support staff and user communities for seamless transition
- Client's legacy systems are effectively supporting mission-critical business processes

CHALLENGE

The world's largest supplier of automobile components, with more than 275 subsidiary companies operating in the areas of automotive and industrial technology, consumer goods and building technology, was seeking a partner to assist them while they migrate to a new ERP system. The company's North American operation currently relies upon JD Edwards World A7.3 and OneWorld Xe business applications to manage its core financial, pricing, sales, procurement, inventory, and planning business functions. The company also leverages RedPrairie's Dlx warehouse management software and JDA's Manugistics manufacturing applications to further enable production and distribution operations. These legacy systems are being replaced by new production systems based upon the SAP application suite.

The company understood its multi-million dollar investment in SAP would risk low adoption if the company was not fully prepared to support the new solution. They determined a JD Edwards partner was needed to support the current software applications while internal resources focused on the SAP project.

APPROACH

To mitigate the risk of low adoption, the company's internal support associates needed to shift their focus from supporting and maintaining their legacy systems to designing and planning the upcoming SAP solution implementation. This internal support gap meant the client needed external



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resources to support their current JD Edwards, RedPrairie and JDA/Manugistics software. They found all the required expertise at Spinnaker Support.

Spinnaker Support was chosen to execute a multi-year support agreement that leverages the full breadth of capabilities at the core of its application support organization. Spinnaker Support's approach is one of leadership, collaboration and partnership. We understand that supporting operational software has a significant impact on the day-to-day operations of the business, so we built a highly responsive team to support this client's daily needs.

SOLUTION

To meet the stated requirements, Spinnaker Support utilized a multi-level support model in a three-phased approach. Within each support level (Level 3, 2 & 1) are subsets of tasks, resources/expertise, and capabilities to ensure the delivery of high-quality, uninterrupted support within the hours of operation established by the client. This phased approach allows the client to transition roles and responsibilities from internal resources to Spinnaker Support staff as knowledge of client practices, processes, technology and culture matures.

RESULTS

Spinnaker Support continues to execute the described services on the client's behalf. Since the initiation of support services, Spinnaker Support's role has expanded to include the delivery of eCommerce/EDI support services, as well as various consulting projects related to the further enhancement of legacy system capabilities not impacted by the SAP migration effort. Spinnaker Support maintains 24x7x365 availability and the client has experienced seamless support from a highly skilled staff during the transition. Internal client resources are now free to focus on the SAP migration ensuring a successful implementation.

Spinnaker Support, the market leader in JD Edwards consulting and third party support solutions, enables companies to maximize the life of their JD Edwards software investment. Hundreds of global companies trust Spinnaker Support to deliver cost effective and value driven consulting and support services. Headquartered in Denver, Colorado; Spinnaker Support services are delivered globally from our Support Operation Centers located in North America, London and Singapore.

