

Spinnaker Support offers custom CNC Managed Services solutions tailored to your individual business requirements. Along with supporting your day-to-day needs on a 24x7 global basis, our staff will provide guidance to ensure that your current system is stable and secure, as well as prepared for future upgrades and updates.

Spinnaker Support’s CNC team is made up of the best CNC resources in the industry, with our consultants having an average of more than 12 years of CNC experience. In fact, some of our resources have been working with CNC since the day the technology was first released. Our expertise translates into more effective management of your system.

**HIGHLIGHTS:**

- True CNC Expertise
- CNC Routine Maintenance
- Package and Deploy
- Object Management
- 24x7 Availability
- Pay Only for your Needs
- Enjoy JDE System Stability
- Continuous System Health Checks
- Performance Monitoring

### Customized, Flexible CNC Managed Services

Spinnaker Support’s flexible engagement model means you can be certain you are paying only for the services and level of support you need, rather than being forced into pre-determined, ‘canned’ solutions. You can choose your engagement options – from scheduled tasks to blocks of hours to use when you see fit, you select the best fit for your business.

### CNC Managed Service Capabilities at a Glance

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| <ul style="list-style-type: none"> <li>• JDE System Maintenance</li> <li>• JDE System Audits and Monitoring</li> <li>• Architecture Design/Redesign</li> <li>• Performance Tuning/Optimization</li> <li>• Object Configuration Mappings (OCM)</li> <li>• Application/User Security Maintenance</li> <li>• Tools Release/Service Pack Installs</li> <li>• Environment and Path Code Maintenance</li> <li>• Data Refreshes</li> </ul> | <ul style="list-style-type: none"> <li>• ESU’s/ASU’s Application</li> <li>• Package Builds and Deployments</li> <li>• Printer/Job Queue Maintenance</li> <li>• Object Transfers</li> <li>• Object Management Workbench</li> <li>• CNC Training/Mentoring</li> <li>• Process Re-engineering/Optimization</li> <li>• Vacation Coverage</li> <li>• Disaster Recovery and Business Continuance</li> <li>• System and Process Documentation</li> <li>• JAS Server/JAS Generation</li> </ul> |
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## Scheduled CNC Managed Services

Most companies require limited CNC support services in order to ensure stability and for periodic on-demand CNC assistance. Because of our flexible engagement model, you can choose to have Spinnaker Support provide scheduled CNC Services to ensure your EnterpriseOne system is running at top performance or to perform uncommon CNC tasks such as system monitoring, optimization and troubleshooting.

Typical outsourced activities include:

- Package Builds and Deployment
- Object Promotions
- Path Code Maintenance
- CNC Training
- Maintenance & Clean-up
  - Old package builds
  - Job queues
  - Work center messages
- Issue Resolution
- ESU Deployment
- Environment/data refresh

## Proven Experience & Methodologies

Spinnaker Support has an unmatched track record of delivering technology solutions and services on time and on budget for our clients. We have a team of more than 30 dedicated JD Edwards professionals who average 14 years of experience with the JD Edwards products. Spinnaker Support's two guiding principles – measure our success by our client's success, and treat every situation with honesty and integrity, are the foundation of each value-added solution we deliver.

Spinnaker Support provides a greater value for your IT dollar as we collaborate directly with clients to deliver results quickly and at a lower cost than typical consulting firms. Our team of business-savvy associates has supported hundreds of complex systems. Our proven approach to JD Edwards solutions minimizes risk while maximizing the potential for success.

But don't just take our word for it; ask our clients. In an independent survey, 96% of clients say they are "highly satisfied" with Spinnaker Support.

**Spinnaker Support**, the market leader in JD Edwards consulting and support solutions, helps clients extend and maximize the lifecycle of their software investments. We assist clients wanting to refresh their software or hardware, via a host of JDE consulting services ranging from implementation solutions, technology solutions to strategic business solutions. For those organizations who want to maintain their current JDE environment, Spinnaker Support's personalized, cost-effective support model gives them access to the most technically savvy staff in the marketplace at nearly half the cost of traditional support providers.

Over 100 clients from all industries have chosen Spinnaker Support as their provider of choice. Headquartered in Denver, Spinnaker Support services are available across the globe via offices located in Singapore and London.

**US +1 866-269-4878**

**International: +1 757-278-0928**

**support@spinnakersupport.com**



ARE YOU READY TO  
EXPERIENCE  
SPINNAKER SUPPORT?  
GIVE US A CALL TODAY.