

No JD Edwards EnterpriseOne resource role is more difficult to fill yet more critical for maintaining optimum system performance, usability and control.

Spinnaker Support's knowledgeable and experienced team of configurable network computing (CNC) consultants can help you configure your software infrastructure to support your dynamic business environment so you get the most out of your software investment. We can then remotely monitor and support your software environment to ensure a stable, reliable and optimized system.

HIGHLIGHTS:

Our CNC functions include:

- Readiness Checklist Review
- Automated Stress/Load Testing
- Data Conversion Support
- Business Data Management
- Tools Release Upgrades
- CNC Knowledge Transfer
- Security Maintenance and Configuration
- Build and Deploy Scheduling
- Flexible, CNC Managed Services

Spinnaker Support's CNC Service Capabilities

Spinnaker Support provides a superior and flexible technology foundation upon which your architected solutions are delivered. We offer extensive expertise in implementing the infrastructure to model, test and manage your JD Edwards systems and business processes. Perhaps most importantly, we provide the methods to successfully train and mentor your staff to support the technology and tools that we implement.

Services include:

STRATEGIC CNC SERVICES

- System Architecture & Design
- Platform Migration Planning & Design
- CNC Managed Services
- Server Maintenance and Swap

TECHNOLOGY, TOOLS & PROCESSES

- System "Healthcheck"
- Software Solutions
- Security Concepts
- Technical Processes
- Platform & Database Expertise
- System Optimization

UPGRADE & MIGRATION

- Gap Analysis
- Planning & Execution
- World to EnterpriseOne Migration
- EnterpriseOne Upgrade
- All releases (Xe, 8.0, 8.9,8.10, 8.11, 8.11SP1,8.12, 9.0)
- Web Server Upgrades
- Database Upgrades

GROWING & MENTORING YOUR STAFF

- Technology Workshops
- One-on-one Training/Mentoring
- Implementation Support and Troubleshooting



Spinnaker Support's Experienced CNC Team

Spinnaker Support's CNC services are delivered via a team of highly experienced CNC specialists. Below are sample CNC roles and the responsibilities:

CNC SYSTEM ARCHITECTS -

EnterpriseOne systems technology experts provide audit and advice in the technical sense regarding the impact of functional and configuration changes or approaches across all areas of the implementation. They work closely with the application architect in defining how functional needs are best met with EnterpriseOne technology solutions.

The CNC System Architect works closely with other CNC personnel, the functional team and other IS support organizations, including: networking, security, operations and database administration. A CNC System Architect is involved with the installation of the EnterpriseOne Software. They are also responsible for maintaining documentation describing the system technical architecture. This activity is often accomplished through a mentoring process.

CNC SYSTEM ADMINISTRATORS -

These experts are involved with EnterpriseOne functions that influence system performance, security, distributed processing and data replications. The tasks involved in this role are the day-to-day application of users, menus, security and system performance among other activities.

CNC CHANGE/OBJECT MANAGEMENT ADMINISTRATORS -

These experts are involved in the creation of naming standards and the entire process of change management. Change management includes everything from code changes, menu changes, data dictionary changes, UDC changes, and basically anything that needs to be changed and moved into a Production environment.

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.

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