

# Protect Your Enterprise Software Investment

## HIGHLIGHTS

Our JD Edwards Consultants assist with:

- Application Upgrades and Migrations
- Installation of New Modules
- Service Pack, Tools and Cume Updates
- Operating System Upgrades
- Custom Application Development
- Retrofitting of Customized Applications
- CNC and Development Training
- Functional Training
- Customized Training Solutions
- CNC or Developer Assistance
- Staff Augmentation
- System Optimization & Tuning

Protecting your software investments and getting the most out of them is a high priority in this economy. Spinnaker Support helps clients improve the value of their JD Edwards World, OneWorld and EnterpriseOne software applications through product extension, migration and upgrade services to ensure you are getting the maximum benefits while controlling your IT spend.

Spinnaker Support's JD Edwards consulting practice delivers a breadth of services ranging from project management, functional, technical and infrastructure consulting. Our experienced team averages 15 years of experience in providing changes to existing JD Edwards systems, installation of new modules or complete ERP implementation. We also deliver world-class post production support services to enable a smooth transition to the new operating environment.

Our consultants emphasize close teamwork with clients to develop strategies and implement processes and technology solutions that drive increased operational efficiency to support tremendous growth. Our consultants are industry experts who help clients understand and choose the best approaches to solve their business problems leveraging the software. We also recognize the uniqueness of each client's problems and avoid cookie-cutter solutions.

### We deliver expertise in the following standard and advanced functional areas:

- Contract & Service Management
- Enterprise Asset Management
- Financial Management
- Human Capital Management
- Inventory Management
- Manufacturing Execution
- Procurement Management
- Property Management
- Sales Order Management
- Supplier Resource Management
- Transportation Management
- Warehouse Management



EXCELLENCE IN GLOBAL SUPPORT AND CONSULTING

# JD Edwards Consulting Services

Spinnaker Support offers a wide variety of solutions including:

## SOFTWARE IMPLEMENTATION SOLUTIONS

- Project Strategy & Planning
- Gap Assessment Services
- Project Management Services
- Documentation Services
- Migration & Upgrade Services
- Staff Augmentation Services
- Training/Mentoring Services
- Localization Services

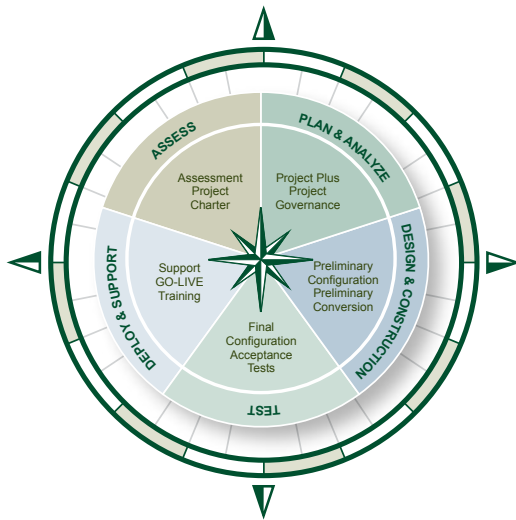
## TECHNOLOGY SOLUTIONS

- Configurable Network Computing (CNC)
- Application Design & Enhancement
- System Optimization & Tuning
- Architectural Design & Implementation
- Operating System Upgrades (AS400)
- Data Conversions & Management
- Report Development
- EDI & Workflow Implementation

## STRATEGIC BUSINESS SOLUTIONS

- Business Process Analysis
- Business Process Optimization
- Enterprise Learning (UPK)
- Managed Services
- Hosted Solutions
- Third-Party Support Solutions

## COMPASS PROJECT DELIVERY FRAMEWORK



Spinnaker Support’s Compass project delivery framework is a proven five-phase process for successfully implementing JD Edwards Enterprise Resource Planning software. This methodology framework provides a standardized and tested framework, including Project Management, Training and Quality Assurance deliverables to help identify and deliver high-value solutions on time and on budget.

**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.

