

An Enterprise Resource Planning (ERP) system is a foundational technology upon which an organization’s support strategy is built. Downtime, unplanned stoppages, or a misaligned system configuration present serious issues for business continuity, service levels, operational costs and revenue generation.

As such, the ERP system must be a primary focus of an IT organization’s continuous improvement effort. And when it comes to upgrading an ERP system, careful considerations and planning are required to ensure a seamless process with little disruption to your organization or your customers.

Spinnaker Support helps clients extend the value and maximize the life of their JD Edwards software investments by assessing, planning and executing JD Edwards upgrades as a continuous improvement initiative.

HIGHLIGHTS:

Spinnaker Support will ease your JD Edwards software upgrade process by:

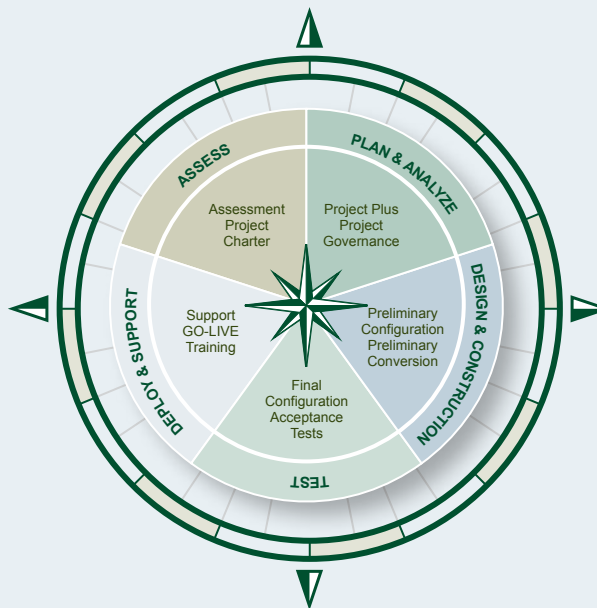
- Identifying and validating the functional and technical benefits of an upgrade.
- Helping to gain organizational alignment and buy off early in the project’s life.
- Determining the impact of the continuous improvement initiative on the organization.
- Delivering an upgrade on time and on budget.

JD Edwards Upgrade Assessment Service Methodology

Spinnaker Support’s upgrade assessment service helps you evaluate the potential impact and estimated value of upgrading your JD Edwards software. An upgrade assessment is a crucial step in determining if a company should upgrade.

Our methodology includes an integrated set of project management and engagement deliverables and utilizes a series of proven steps to produce a thorough assessment of the project environment and objectives.

Compass Project Delivery Framework



JD Edwards Upgrade Assessment Service Activities & Deliverables

Assessment activities include:

- **Business drivers** – Which business issues are motivating action?
- **Stakeholders** – Who will benefit and are investing in the solution?
- **Project objectives** – What are the specific objectives that must be met to achieve success?
- **Functional review** – Identification of business requirements for system alignment.
- **Technical review** – Assessment of current and desired-state infrastructure requirements.
- **Resources** – Assessment of the organizational capacity to support a change initiative.
- Assess project risks, assumptions and constraints.
- Definition of preliminary project scope.

Assessment deliverables include:

- Project Strategy Recommendation
 - Current & Desired-State Definition
 - Gap Assessment Findings & Recommendations
 - ◊ Functional/Technical/Technology
 - Upgrade Recommendation
 - ◊ Project Viability
 - ◊ Risks & Barriers
 - ◊ Scope & Approach
 - High-level Project Plan
 - Budgetary Estimate
- If appropriate based on Go/No Go recommendations
 - Project Approach Definition
 - High-level Project Plans
 - ◊ Functional
 - ◊ Technical
 - ◊ Resource
 - High-level Budgetary Estimate
 - High-level Risks/Barriers Identified

Proven Experience & Methodologies

Spinnaker Support has an unmatched track record of delivering technology projects 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 projects. 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.