

The Truth About Software/Hardware Upgrades and Third-Party Support

Don't let migration or upgrade concerns
stall your third-party support decision.



If you are questioning why you are paying your software provider a premium to help you maintain your JD Edwards (JDE) software environment you are not alone. Industry estimates suggest that some software customers effectively re-buy their applications every 4 - 5 years through maintenance fees. And the price tag isn't the only issue - the lack of personalized and responsive support is a big reason why more and more companies are turning to third-party support providers to help them cost-effectively maintain their JDE applications.

When it comes to considering third-party support, there is a common misconception that you must give up the ability to upgrade your software or hardware environment in order to make the move. Not true. While a stable software environment is typically the reason companies investigate third-party support, there are many upgrade or migration scenarios that can still be undertaken after you move to the third-party support provider.

Spinnaker Support, the leader in providing third-party support services for JDE applications, helps clients realize a larger return on their software investment by maintaining their current JDE environments.

Over the years, we have seen many clients delay or indefinitely postpone planned software migrations due to their complexity and impact on the overall organization.

If your organization has an upgrade or migration planned for the near future, don't rule out third-party support just yet. In most instances you can still execute your migration and realize the benefits of third-party support.

UPGRADE SCENARIOS

In order to help you assess how your upgrade/migration plans may factor into your third-party support decision, we've outlined a variety of software and hardware upgrade scenarios to show you that in most situations you can move forward with an upgrade after you've transitioned to a third-party support provider.

SOFTWARE UPGRADES

JDE software upgrades come in a variety of forms - from simple patches such as Electronic Software Updates (ESUs) for OneWorld/EnterpriseOne or similarly PCCPYs for World, to complete software migrations from one software line to another - such as moving from World to EnterpriseOne.

For ease of explanation, we'll break up the software upgrade scenarios into three categories: low, moderate and high-impact software upgrades.

LOW IMPACT UPGRADES

Low impact software upgrades do not require you to leave a third-party support provider nor should hinder your decision to adopt third-party support; as long as you have performed the necessary downloads prior to leaving your current software provider.

Common examples of low-impact JDE software upgrades include:

- **PCCPYs for World** – Most of these upgrades include smaller application-level patches and do not have a large impact on your organization. Sometimes these upgrades include larger patches for year-end tax and regulatory changes or OS related changes, such as a V6R1 OS upgrade on the iSeries.
- **ESUs for OneWorld/EnterpriseOne** – These upgrades typically have a low impact on your organization. Most ESUs require only a small application-level change.

MODERATE UPGRADES

Moderate upgrades within the JDE software family normally do not affect your decision to adopt third-party support. As long as you have performed the necessary downloads prior to leaving your current software provider, you can switch to third-party support and retain the option to upgrade your environment in the future.

Common examples of moderate upgrades include:

- **World Cumulative Updates** – These may be considered major if you have heavily customized your software. Otherwise these updates are moderate in nature and will have little impact on your organization.
- **OneWorld/EnterpriseOne Application Software Updates (ASUs) and Baseline ESUs** – These updates, like the World Cumulative update, may be considered a major-impact upgrade only if you have heavily customized the software.
- **Service Packs/Tools Release Upgrades for OneWorld/EnterpriseOne** – In this scenario, upgrades can typically be performed without affecting the application(s). These updates are often required when upgrading the operating system (OS) or database to newer versions.
- **Platform Changes (OneWorld/EnterpriseOne)** – When moving your JDE environment from one platform to another, from an iSeries based environment to Windows for example, these platform changes can have a big impact on your business and must be carefully coordinated. A third-party support provider will not hinder your ability to move platforms and often a provider like Spinnaker Support can assist in keeping the software environment stable during the platform move.

MAJOR UPGRADES

Major software upgrades are extremely costly and are often multi-phase projects that span months, even years. If an enterprise is determined to proceed with a major upgrade there are a few scenarios in which third-party support may not be a good fit.

Common examples of major upgrades include:

- **Release Upgrades such as moving from A7.3 to A9.1 or OneWorld Xe to EnterpriseOne 9.0** – In these upgrade scenarios you may need to purchase new software licenses. If this is the case, the software provider may require you to purchase a one year support contract for the new license(s). After the one year term, you can move to a third-party support provider.

If no new licenses are needed and you have obtained all the required support materials to perform the upgrade, you can move to a third-party support provider and then perform the upgrade at a later date.

- **Adding a New Software Module** – In this scenario, you can utilize third-party support for software modules you already own. For licensing new modules, the software provider may require you to purchase a one year support contract. After one year, you can choose to add the newly purchased software module to your existing third-party support contract.
- **Software Migrations from World to EnterpriseOne** – These are often considered a software re-implementation project due to the fact that existing business processes, software customizations and additional user training will be required. You will likely need to wait until the migration is complete before moving to third-party support. However, you may find that a third-party support provider is a perfect fit to support your “older” World application environment after the migration, for historical or read-only purposes.

OTHER CONSIDERATIONS FOR JDE SOFTWARE UPGRADES

All software upgrades need to be carefully planned and reviewed/analyzed for their potential business impact.

Additional items to consider include:

- **Customizations** – When upgrading your software applications, customizations need to be reviewed for possible retrofitting and potential impact to your business. Analyze these customizations together with the new features included in the upgraded software. You may find that the new software features will allow you to remove some of your older customizations.
- **Integrations** – Custom-built interfaces or third-party integrations that directly interact with the JDE application need to be reviewed to ensure they will still operate properly within the post-migration environment.
- **Localizations** – All environment and configuration changes that have been created to meet local tax and regulatory requirements need to be reviewed for accuracy need to be reviewed for accuracy and potential business impact now and in to the future.

- **Obtain Required Materials** – Before you leave your current software provider, you are encouraged to acquire all release or operation system upgrade materials including tools, patches, fixes, etc. that you are entitled to receive from your provider. This way, even if you have not yet determined if a software upgrade or migration is in your future, you will have secured the option.

Spinnaker Support does NOT download any materials from software providers. Spinnaker Support clients must do this prior to leaving their current support provider.

OPERATING SYSTEM OR DATABASE UPGRADES

Depending upon the platform you use to run your JDE software, OS or database upgrades will often require that a JDE patch or tools release is applied prior to the upgrade. It's imperative that you review the certifications and Minimum Technical Requirements (MTRs) prepared by the software vendor during the planning phase of your upgrade. In some instances, there is little or no impact to the JDE software, and in other instances, the impact can be large.

V6R1 iSERIES OS UPGRADE WITH WORLD SOFTWARE

Upgrading a World software environment from iSeries to a V6R1 OS can be considered a moderate upgrade depending on your JDE release and cumulative update levels. The V6R1 upgrade is complicated and requires object conversion similar to the CISC to RISC conversion between V3R2 and V3R6.

For future OS versions beyond V6R1, there should be little impact to the World software applications. Part of the original JDE integration design, was to ensure that the change to the JDE program would be both forward and backward compatible. This means that you should not see the same program more than once per OS upgrade and should not be affected in future OS upgrades.

Spinnaker Support has helped clients execute the required patches and process to prepare the JDE programs for the V6R1 upgrade via our JDE consulting services. We assist in performing early release testing within the labs of IBM, MSFT and other platform vendors, as well as resolving issues with these vendors and their developers. You can choose to adopt or remain with third-party support even while undergoing an OS or database upgrade.

HARDWARE UPGRADES

Hardware upgrades should not be a roadblock in your decision to choose third-party software support. These upgrades typically don't have a major impact on the JDE software unless they have associated OS or database prerequisites that impact the software. For the World software, licensing implications may be impacted if serial numbers change as part of the hardware upgrade. If this is true, then new Software Protection Codes (SPCs) and Install Keys will also be required. For OneWorld or EnterpriseOne, you should review all associated MTRs for your hardware and/or platform changes.

CHOOSING THE BEST OF BOTH WORLDS

Cost-effective, third-party software support and a partner who can help you migrate or upgrade your software in the future can be found in one provider – Spinnaker Support. By choosing a firm like Spinnaker Support you'll have the confidence in knowing your current JDE environment will be fully supported and should you choose to migrate or upgrade your hardware or software we can offer you the same high quality support services for your new environment.

Don't let your desire to upgrade stop you from realizing the benefits of third-party support. Third-party support offers you a cost-effective, personalized and proactive support model to help you maintain your JDE applications and drive a higher return on your software investment. Compare your current software support program to third-party support and you'll see there is a substantial difference.

JDE Support Feature	Third-Party Provider	Software Vendor
Named, Support Engineer for Each Client	X	
24x7x365 Support with Guaranteed 30 Minutes Response Window	X	
Customizations Support	X	
Tax and Regulatory Updates	X	X
Installation, Upgrade, and Operational Support	X	X
Same Day Problem Resolution	X	
Proactive Service Model	X	
50% Annual Cost Savings	X	

For more information on Spinnaker Support's JD Edwards software support or consulting services visit www.spinnakersupport.com or call 866-269-4878.



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 (operation system), 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 Boston, Singapore, and London.

spinnakersupport.com

US +1 866-269-4878

International: +1 757-278-0928

support@spinnakersupport.com

