



CHALLENGE

City of Santa Fe was charged with higher maintenance fees from Oracle Support for their stable JD Edwards ERP applications. They had no immediate urgency to upgrade or stay code current with Oracle's continuous release of updates. The city saw no major benefits to justify the cost of upgrading to EnterpriseOne (E1) 9.1, and with restrictive government budget assessments, City of Santa Fe looked for alternative support providers.

APPROACH

City of Santa Fe considered the top two third-party support vendors, but chose Spinnaker Support for their strong reputation and financial health. Compared to vendor support, the City saved thousands of dollars off their annual budgets and could reinvest funds into other IT projects and government programs.

SOLUTION

Spinnaker Support has helped troubleshoot and properly maintain City of Santa Fe's JD Edwards environment since 2014. Spinnaker Support also provides all necessary year-end tax and regulatory updates, installs required ESUs, and provides guidance (through a range of smart technical advisory services) to afford better utilization of unused functionality and to better drive efficiencies. City of Santa Fe was assigned a dedicated account support lead and dedicated team that has subsequently become an extension of the City's own IT staff.

RESULTS

With significant cost savings, City of Santa Fe is now looking at implementing a hybrid cloud solution to integrate with public sector software, supporting their 1500+ employees. City of Santa Fe's IT department is able to shift focus to innovation, while Spinnaker Support successfully maintains their stable JD Edwards E1 environment.

Client Background

City of Santa Fe is the oldest capital in the United States. Santa Fe, New Mexico is a magical, exuberant, colorful journey at any time of year. Their legendary history and culture will fascinate and inspire you.

INDUSTRY

Public Sector – City Government

ENVIRONMENT

- JD Edwards EnterpriseOne 8.12 Tools Release 8.11
- Platform: IBM System i O/S 7.1
- Application Server: WebSphere
- Distribution, Financials, Human Resources, Payroll, Manufacturing, and Technical Foundation

“ We chose Spinnaker Support because of their strong reputation and JD Edwards expertise. The support we were receiving from Oracle wasn't great and required a lot of effort to obtain resolutions. Spinnaker Support has people that know the product and help us immediately. ”

— Felix Herrera

