SPINNAKER SUPPORT

A significant number of organizations that use JD Edwards software applications also leverage the IBM iSeries platform. For those organizations that do run on the iSeries, Spinnaker Support offers administration and support services whether we are supporting your JD Edwards support contract or not.

A GROWING NEED

Organizations that run JD Edwards software are increasingly seeking to outsource support and managed services related to their iSeries platform. Internal resources who have historically managed the iSeries system and components are becoming scarce and many organizations are finding the related skillsets for these resources moving into newer technologies. Outsourcing is a proven, cost-effective way to replace or augment these resource requirements while ensuring high-quality iSeries support.

WHY SPINNAKER SUPPORT

Since 2008, Spinnaker Support has been recognized as the leading global provider of software maintenance and managed services for organizations that run JD Edwards (JDE) enterprise software applications. Our JDE and iSeries team averages almost 20 years of experience serving hundreds of highly satisfied clients around the world. They provide a tailored blend of application, operational, and technical support – no matter how current your environment is – delivered remotely to increase your savings. We are delivering a wide range of services for applications running on the IBM iSeries servers. Some examples of customers currently using the services are:

CSS INDUSTRIES	A consumer products company, engaged in the design, manufacture, and distribution of seasonal and all occasion social expression products.	• Monitor nightly jobs • Monitor month-end processing • Support for monthly system save • Vacation coverage
YAKAMA NATION	Confederated Tribes and Bands of the Yakama Nation	• User profile & system cleanup • Backup & recovery • Monitor job queues and process • Support for monthly system save • Vacation coverage • Periodic Vertex updates
FLATIRON CONSTRUCTION	One of the leading providers of transportation construction and civil engineering in North America.	• User profiles, security & system troubleshooting
DONALDSON EUROPE BVBA	A leading worldwide provider of filtration systems and replacement parts.	• User profiles, security & system cleanup and troubleshooting

"Spinnaker Support provides valuable input and strategic advice for the setup and ongoing maintenance of our iSeries base operations. Our internal resources can now focus on other areas of the business."

ISERIES ADMINISTRATION AND SUPPORT

Choose and pay for only the services that your organizations needs. All your requirements are determined through a detailed questionnaire.

· **User and profile management**

  » Manages user setup and updates on the iSeries (security, permissions, etc.)

  » JDE User Administration – user/group profile, JDE security (all aspects)

· **Library (LIB) and Database (DB) management**

  » Library list management

  » Create, alter, manage, secure, monitor, and tune your database objects (physical, logical files, reorg, etc.).

· **Objects management**

  » For any object residing on the iSeries, will manage ownership, access authorities and execution rights.

· **Program Temporary Fix (PTF) and Cumulative PTF fixes**

  » Manage the process by which PTFs are created, ordered, received, altered, displayed, tested, saved, and distributed. We can search the PTF problem log, apply PTFs to change documents inside folders, to change stream files inside directories, to eliminate manual operations, etc.

  » Ensure cumulative PTF packages are ordered and installed to ensure a server is kept at the most current fix level.

· **Monthly tasks**

  » System monitoring – system operator's message queue with startup, shutdown, and failure messages, system cleanup, performance tuning, purges

  » Queue monitoring – Job queues, print queues, batch jobs, etc…

  » Vertex Update Install

· **Initial Program Load (IPL)**

  » Steps you through the process of reinitializing your system after applying PTFs, installing new hardware, restoring power, etc. We ensure selection of the proper mode, speed, and type of initial program load you require.

· **Backup, Recovery, and Media Services (BRMS)**

  » Helps you implement a disciplined approach to managing your backups, and provides an orderly way to retrieve lost or damaged data. Makes it simpler and easier to backup and recover servers and media, and ensures system recovery in the event of a disaster or failure.

· **System save tasks**

  » Remote Operator tasks

  » Disaster recovery (DR) saves/restores

  » Scheduled jobs

  » Planned outages

· **Message and joblog monitoring**

  » The joblog contains messages that vary from normal processing events to detailed error messages. Such information may help determine the causes of specific problems.

· **Integrated File System (IFS) management**

  » The IFS is a part of OS/400 that lets you support stream input/output and storage management giving you an integrating structure over all information stored in the server.

ABOUT US

Spinnaker Support is the leading global provider of third-party support and managed services for Oracle and SAP enterprise software products. Spinnaker Support clients gain more comprehensive and responsive service, save an average of 62% on their support fees, and can remain on their current software release indefinitely. They trust Spinnaker Support to keep their enterprise applications running at peak performance and to help them navigate from on-premise to hybrid to cloud.

Spinnaker Support operates from ten regional operational centers located in Denver, Dubai, London, Mumbai, Paris, Sao Paulo, Singapore, Seoul, Tel Aviv, and Tokyo. Our award-winning blend of services span SAP, BusinessObjects, Oracle E-Business Suite, JD Edwards, Siebel, Oracle Database, Oracle Technology and Middleware products, Hyperion, Agile PLM, ATG/Endeca, and more.

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