



Overview

For more than a decade, Spinnaker Support has been one of the most trusted providers of third-party support, CNC managed services, and consulting for JD Edwards enterprise software products. Spinnaker Support has served hundreds of organizations that run JD Edwards. We cover all software versions and have no term limitations on support, regardless of whether Oracle has declared an End of Life to a product.

With Spinnaker Support managed services, we augment or assume complete responsibility for a range of IT operational functions and/or day-to-day technology management. We offer four distinct packages of managed services that cover your ongoing needs related to JD Edwards. Customers trust us to keep their applications running smoothly, securely, and in compliance, and to help them when they want to migrate their applications to the cloud.

TODAY'S CHALLENGING ENVIRONMENT

To keep their JD Edwards applications operating at peak performance, enterprises are seeking more expansive and cost-effective external services and resources. You want services like around-the-clock performance monitoring, and ongoing technical and functional management to ensure the smooth functioning of interoperable systems – all while building a bridge between your legacy and future technologies.

Now imagine that service, support, and advice is available when you need it and how you need it, from a single vendor at a reasonable price. Imagine gaining the staffing and JD Edwards expertise you want without getting locked into expensive, ever-expanding projects.

That's Spinnaker Support.

SPINNAKER SUPPORT'S MANAGED SERVICES FOR JD EDWARDS

Spinnaker Support's managed services encompass virtually every JD Edwards enterprise application and the surrounding technology environment. These services include application management, application development, and infrastructure operations and management. Spinnaker Support can help to augment your staff, fill capability gaps, and improve your overall operability, often with less expense.

We have built and retained a large, knowledgeable team of support engineers to address virtually anything JDE from World to EnterpriseOne to IBM Blue Stack to Cloud. Our JDE resources are located in each of our international operations centers, where they support 14 languages for customers in 104 countries around the globe.



COMPREHENSIVE SERVICES
 ITIL-centric services, customized for your applications and operations



DELIVERED AS NEEDED
 Responsive services provided 24/7/365, remotely or on-site



GLOBAL ENGINEERING TEAM
 Level 2 and 3, with average 16+ years' experience on JDE



ESCALATION, WHEN REQUIRED
 Ability to bring in expert Level 4 staff if required



'LIFETIME' SUPPORT FOR JDE
 Optimizing database performance and uptime for as long as you need



ADDITIONAL ASSISTANCE AVAILABLE
 Third-party software support or consulting options if required— from a single provider

SUPPORTED VERSIONS

JD Edwards EnterpriseOne Software: 8.9, 8.10, 8.11, 8.11SP1, 8.12, 9.0, 9.1 and 9.2; All Updates and Tools Releases

JD Edwards World Software: A7.3, A8.1, A9.1, A9.2, A9.3, and A9.4; All Cumulative Updates

JD Edwards OneWorld Software: B7.331, B7.332, B7.333 (Xe) and ERP8.0; All Updates and Service Packs

SUPPORTED PRODUCT AREAS

- Asset Lifecycle Management
- CRM and Order Management
- Financial Management
- Human Capital Management
- Manufacturing and Supply Chain
- Procurement
- Project Management
- Warehouse and Transportation

“ We always get a response from Spinnaker Support within the first 30 minutes and our assigned support team typically already has it resolved. They are more knowledgeable than Oracle Support, and we have complete confidence that our issue will be resolved efficiently every time we make a call to the Spinnaker Support team. ”

— Ross Martin, Stillwater Mining



SPINNAKER SUPPORT MANAGED SERVICES PACKAGES

Spinnaker Support offers four mix-and-match packages that represent specific sets of managed services. Customers can select one or more of these to suit their operational needs. The On-Demand package is an a la carte approach to support additional application, environment, and staffing needs.

PACKAGE	NEED	SERVICES
Monitor & Advise 	You want to outsource proactive, around-the-clock performance monitoring with immediate notification of performance issues your internal staff should address.	<ul style="list-style-type: none"> • General system monitoring • JDE services monitoring • Data dictionary maintenance • Print queue monitoring • Job queue monitoring • SPC oversight
Monitor & Operate 	You want to outsource around-the-clock performance monitoring and the day-to-day management of your basic IT operational functions and technologies.	<ul style="list-style-type: none"> • Code updates • Full/partial package build and deployment • Help desk support • System management • Maintain system environments • User/role security • Vacation / afterhours coverage • System restarts • Reactive ticket response
On-Demand 	You want assistance beyond what is covered in other packages. This flexible, ala carte approach to managed services supports additional application, environment, and staffing needs.	<ul style="list-style-type: none"> • Application development • System health checks • Security design and review • Configuration / reconfiguration • Performance tuning • ENT, web, DB server builds • Service pack/tools, ESU and ASU installs • Archive and purge • Interoperability and integrations • Staff augmentation
Managed XaaS 	You require managed services for your next-generation XaaS solutions, whether enterprise applications or infrastructure in the public cloud (IaaS) or as Software-as-a-Service (SaaS).	<ul style="list-style-type: none"> • SaaS Managed Services • IaaS Managed Services

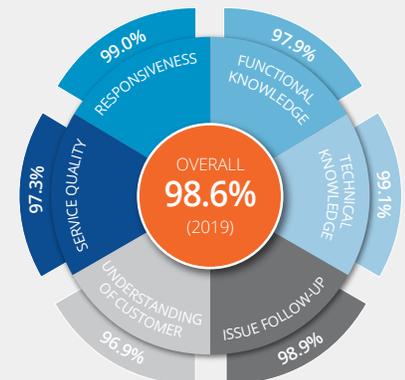
SPINNAKER SUPPORT CONSULTING SERVICES

When the need arises for external assistance on high-impact and time-intensive projects, Spinnaker Support can help. In addition to our third-party support and managed services, we provide project-based consulting services, including:

- Assessments
- Software Implementations
- Upgrades & Adapting to New Business Needs

HIGHEST RATED CUSTOMER SATISFACTION

In our 2019 annual customer satisfaction survey, covering the 2018 fiscal year, we reported a record **98.6% overall customer satisfaction**, which we believe is the highest in our industry. Survey results are based on more than 500 customer responses.



ABOUT US

Founded in 2008, Spinnaker Support is the only vendor to deliver a unique blend of third-party support, managed services, and consulting for Oracle and SAP. Customers consolidate their service needs with Spinnaker Support and trust us to keep their enterprise applications running at peak performance while helping them navigate from on-premise to hybrid to cloud. Spinnaker Support's award-winning blend of services span Oracle E-Business Suite, JD Edwards, Siebel, Oracle Database, Oracle Technology and Middleware products, Hyperion, Demantra, Agile PLM, ATG/Endeca, and more.

