

SUPPORT, MANAGED SERVICES, AND TAX & REGULATORY CUSTOMER



CHALLENGE

After years of being a satisfied Oracle customer, a large energy company in the United States was experiencing a decline in the support they were receiving for Siebel and JD Edwards applications. Oracle's support model is based on customer self-service processes and companies are shelling out excess amounts on maintenance fees to resolve issues on their own. The company had implemented Siebel 8.1.1.11 and JD Edwards EnterpriseOne 9.0 as part of a long-term strategic goal to improve business effectiveness and remain at the forefront of an increasingly competitive market, and remain on a release that was fully supported by Oracle.

As core functionality enhancements were no longer being delivered by Oracle, there were no compelling business reasons to follow the vendor proposed upgrade path to the latest Siebel/JD Edwards solutions. However, the energy company needed an ERP support partner that could continue to advance their digital IT initiatives moving forward.

APPROACH

The company's continued investment with Oracle support was delivering minimal value due to the limited availability of lifetime support for Siebel 8.1.1.11 and E1 9.0. If the company chose to reinvest in vendor support, it would be forced into unnecessary and expensive upgrades, and their lack of interest for Oracle's push to premature cloud solutions. As a result, the company began to research alternative support options and began discussions with two third-party support vendors in the Siebel and JD Edwards space.

Spinnaker Support's proven support model, extensive Oracle expertise, and low risk profile won over the company's delivery team. Engaging a recognized and trusted Siebel and JD Edwards support and third-party maintenance provider was deemed to be the best all-around solution. They also sought a partner that provided expansion opportunities for managed services and project consulting expertise. It was an added benefit to select a third-party maintenance provider that offered multiple JD Edwards services and Siebel support under one key partnership.

INDUSTRY & ACCOUNT DETAIL

- Energy – Merchant Wholesaler, Non-durable Goods

ENVIRONMENT

- JD Edwards EnterpriseOne 9.0, Tools 8.98.3.1
- Enterprise Server Platform – PO/2503
- Database Server Platform – SQL
- Modules Supported: Accounts Receivable, Credit Management, Accounts Payable, General Accounting, Reporting, Multi-Currency, Fixed Assets, Service Billing, Sales Order, Procurement, Advanced Pricing, and Foundation
- Siebel 8.1.1.11
- Tools 8.1.1.11 Schema 48.33.60.46
- Integrations – OBIEE Suite and Sales Analytics Fusion Edition

LOCATIONS & LANGUAGES SUPPORTED

- United States - English

SERVICES PROVIDED

- JD Edwards Support
- JD Edwards Tax & Regulatory Support
- Siebel CRM Support
- JD Edwards Development Managed Services
- JD Edwards Technical/CNC Managed Services

FOR MORE INFORMATION

Our case studies give an inside look at the experiences of other companies that have used Spinnaker Support for their SAP & Oracle software support needs. Visit <https://spinnakersupport.com/client-success-stories/> to read other client case studies.



SOLUTION

Spinnaker Support was selected as the partner of choice because their solution offered full-support services comparable to those offered by the vendor, and quickly proved to provide superior support. Not only could Spinnaker Support maintain the existing applications, but were able to offer 'bug fix' options for current and future customization and technology integrations. Also, an important distinction was Spinnaker Support's ability to provide support maintenance on their production Siebel systems and JD Edwards systems; a third-party support solution with expertise in all of Oracle's applications. The energy company signed a multi-year agreement with Spinnaker Support in April of 2016 to provide support maintenance for JD Edwards, Siebel and all their tax and regulatory requirements.

The following solution was implemented to achieve their desired state:

- Assigned a team of named senior software engineers leveraging proven methods and global infrastructure to deliver exceptional maintenance services for their portfolio of products
- Established an agreement with flexible commercial terms which allowed Spinnaker Support to scale maintenance services and fees based upon actual software usage
- Implemented proactive support processes that consist of regular calls with dedicated support team, advisory services from Spinnaker Support's Technology Center of Excellence, and support for integration and customizations

RESULTS

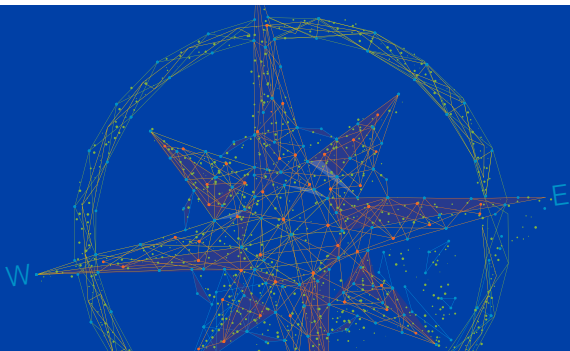
The company and Spinnaker Support have developed a long-term support partnership, and Spinnaker Support has become a valuable addition to their IT team. Within the first year of Spinnaker Support providing third-party maintenance for their JD Edwards E1 and Siebel CRM applications, the company expanded their services to include Development and CNC Technical Managed Services. Because of the significant cost savings in maintenance fees, the company was able to add additional managed services for even less than their original support spend with Oracle.

They have also successfully expanded their technology and IT infrastructure with the assistance of Spinnaker Support's Technology Center of Excellence. These technical advisory services on topics such as, interoperability, security, virtualization, and cloud migration plans are all included in the standard maintenance and managed services contract offered by Spinnaker Support.

Within the first year of Spinnaker Support providing third-party maintenance for their JD Edwards E1 and Siebel CRM applications, they expanded their services to include Development and CNC Technical Managed Services.

Spinnaker Support is the world's fastest growing and most trusted provider of third-party support, managed services, and consulting for enterprises that run SAP and Oracle software in more than 100 countries.

- Customers who switch to Spinnaker Support's ISO 9001:2015 third-party support model gain significantly better SAP and Oracle application support for a fraction of the price. Third-party support includes bug fixes (including all customizations), global tax and regulatory updates, and general inquiries and advisory support.
- Tailored application and technical managed services delivering specialized system administration, performance tuning, and troubleshooting skills to dive deeper into a customer's operations and address a broader array of their issues.
- Strategic consulting projects specifically targeting the continuous improvement and development of Oracle and SAP enterprise applications and surrounding technologies. Spinnaker Support's blend of services from a single vendor span SAP, BusinessObjects, Oracle E-Business Suite, JD Edwards, Siebel, Oracle Database, Oracle Technology and Middleware products, Hyperion, Agile PLM, ATG/Endeca, and more.



SPINNAKER
SUPPORT 

SPINNAKERSUPPORT.COM

