

Status Quo Puts JD Edwards Users at Risk

At no time have JD Edwards users been at greater risk and Spinnaker Support is helping more organizations mitigate this risk. Development and support resources grow scarcer every day. Sustaining support strips security patches, tax and regulatory updates, and ongoing interoperability protection. Excessive support fees paid to Oracle limit an organization's ability to invest in business improvements and innovation. All while Oracle delivers more self-support tools, less meaningful enhancements, and invests the majority of R&D into building cloud solutions intended to replace traditional on-premise applications. Unfortunately, JD Edwards in the cloud refers to a virtual replica of customer's current environment managed in the Oracle cloud infrastructure.

More organizations running JD Edwards have turned to third-party support to mitigate risks by restoring high-quality support, buying time, cutting costs, and simplifying the JD Edwards service and support ecosystem.

What Premier Support Really Looks Like

Spinnaker Support redefines the term premier support. Unlike Oracle, our business is solely focused on quality and value of customer service. Profits are promptly reinvested to improve service quality and breadth, i.e., new engineers and continuous training for all service delivery personnel, more global operations centers, new and enhanced service offerings, certifications, and strengthened quality management capabilities, etc. Over 70% of our employees serve customers every day, delivering high-quality, personalized support. Whereas Oracle levers support to move customers through their continuous innovation release cycle, Spinnaker Support offers a no sunset policy, so customers can remain on their customized JD Edwards versions for as long as desired.

Time is Running Out

It's no secret that development and support resources for JD Edwards software, especially World, are aging or moving away to focus on different technologies. As Oracle intensifies its push to portal-based self-support, organizations will become even more dependent on these resources. With time, key support features that Oracle touts will continue to diminish as customers fall farther behind on Oracle's forced roadmap. Customers will have limited access to platform and hardware certifications, security patches and monitoring, newer technology enhancements, and even less of a value



Bug and Break Fix:

- Average 8-minute response for critical issues.
- Named team of engineers deliver personalized, full stack support from nine global operations centers.
- Support for customizations and integrations.
- No sunset support policy.

Global Tax, Reg. & Compliance (GTRC)

- Constant monitoring of the ever-changing GTRC landscape, delivering timely, personalized updates for >100 countries and all 50 states.
- Standardized, repeatable process to deliver tax & regulatory updates.
- Personalized net change documentation and test scripts.
- Code fixes specific to each client's software version with full quality assurance testing.

Inquiry, Advisory, and Technology Services

- Full interoperability support included to ensure applications work despite changes in surrounding technologies.
- Answers to "how to" and "how come" inquiries.
- Expert level advisory for application, technology, and compliance layers.
- True extension of customers' internal teams.

Security & Vulnerability Protection

- Proactive, full stack threat monitoring and protection.
- Accessible team comprised of security and application experts.
- Out-delivers Oracle's slow, invasive patches.

proposition from My Oracle Support features. As Oracle delivers little to no business value in product enhancements, customers find themselves implementing more and more custom code and integration points to bolt on products. How much longer can IT organizations retain their internal resources to maintain customized JD Edwards application and technology under Oracle's self-service model? Employing one of the industry's broadest and deepest engineering teams, Spinnaker Support provides support for the entire JD Edwards footprint, for custom and standard code, for as long as the business needs. Time doesn't have to run out.

Manage Costs and Still Get Great Support

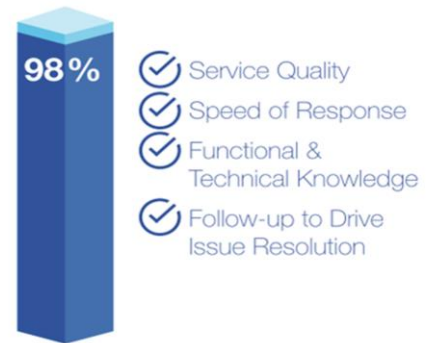
A leading ERP analyst predicts that up to 40,000 companies will replace Oracle support within the next three to five years. With traditional software support, customers pay support amounts between 18-22% of the initial license fee per year, plus annual adjustments for inflation of typically 5%. JD Edwards customers are paying for future R&D in Oracle cloud solutions and are not realizing a return on their continued investment. A very viable support option recognized by Gartner, third-party support service providers are able to deliver superior support for an average of 60% less than that of Oracle support. As part of annual support fees paid to Spinnaker Support, customers gain a named team of experts across all layers of their ERP system, equal or better security protection, full-service support for customization and integration which enable customers to advance their digital transformation.

Simplify Your JD Edwards Support Ecosystem

With the compounding risk of losing premier support and access to JD Edwards resources, choose a partner that can deliver a unique blend of services. A rising number of our third-party support customers are utilizing incremental services we provide for their JD Edwards applications and either their Oracle or IBM technologies. We remain the only third-party support vendor to deliver application managed services, CNC technology managed services and consulting when organizations prefer to consolidate with a single vendor. We simplify things while lowering cost, improving performance, reducing complexity, and eliminating finger-pointing.

Severing the ties with Oracle doesn't have to be permanent. Third-party support puts the control of IT roadmaps back in the customer's hands, provides superior support, and affords customers significant savings until they are ready to progress to the next phase of their ERP roadmap. With the reduction in support fees, customers can redirect savings to fund innovations that drive the business forward. If you have decided not to follow Oracle's continuous innovation strategy and to stabilize on your current JD Edwards release, why are you paying Oracle so much for so little?

Customer Satisfaction exceeded
98% in most recent survey



Supported JD Edwards Versions

- JD Edwards EnterpriseOne
Xe, ERP 8, 8.9, 8.10, 8.11, 8.11SP1, 8.12, 9.0, 9.1, & 9.2 – All Updates and Tools Releases
- JD Edwards World
A7.3, A8.1, A9.1, A9.2, A9.3, & A9.4 – All Cumulative Updates

Unique Blend of Services

- Rising number of third-party support customers are utilizing our managed services and consulting services.
- Consolidation under single vendor, reduces cost and complexity.

"At first, the idea of receiving guaranteed 30-minute response times and 60% cost savings on the maintenance and support of our E1 applications sounded too good to be true. Spinnaker Support changed the way we thought of support services by showing us their proven support model. Now we can redeploy the cost savings onto other strategic IT projects, and we have a named team of support engineer who understand the ins-and-outs of our IT environment."

Felix Products