SPINNAKER
SUPPORT

JD Edwards
Third-Party Support

OVERVIEW

Spinnaker Support is the leading global provider of third-party support and managed services for enterprises running JD Edwards software. Since 2008, 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.

Spinnaker Support's third-party software support replaces Oracle's annual maintenance and support. Third-party support is always at least half the cost of Oracle support and provides more services through an assigned support team and highly personalized service.

When switching to Spinnaker Support, JD Edwards customers gain more comprehensive and responsive service, save an average of 62% on their support fees, and can remain on their current software release indefinitely. Customers trust us to keep their JD Edwards applications running smoothly, securely, and in compliance, and to help them navigate the journey from on-premise to hybrid to cloud.
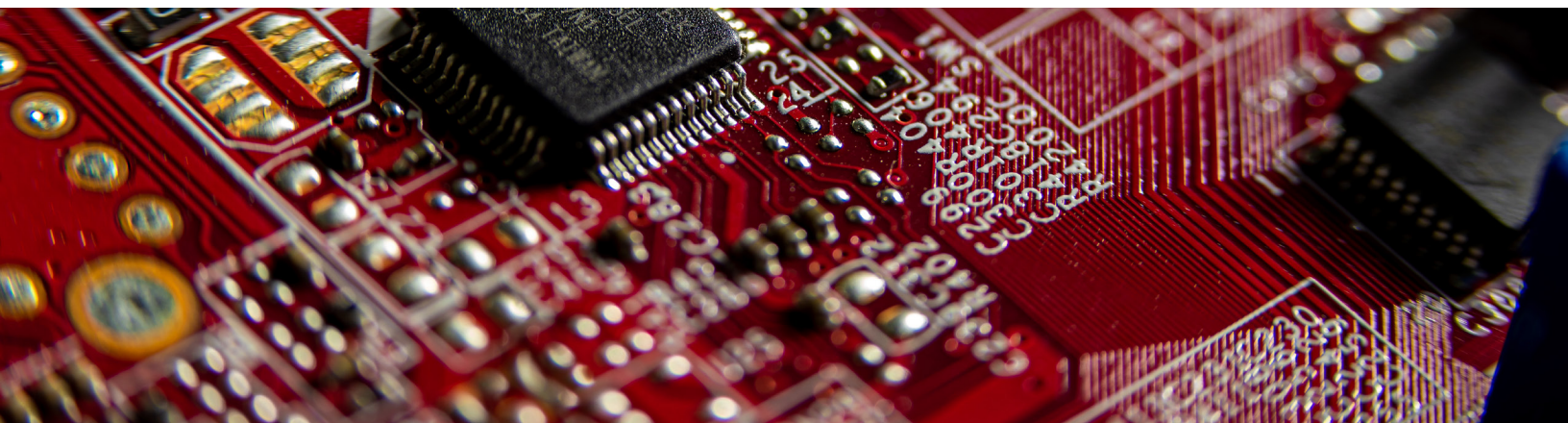
SUPPORTED PRODUCT AREAS

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

SUPPORTED INDUSTRIES

- Aerospace and Defense
- Agriculture and Growers
- Apparel
- Communications
- Engineering and Construction
- Consumer Goods
- Healthcare
- High Technology
- Industrial Manufacturing
- Life Sciences
- Natural Resources
- Real Estate
- Retail
- Transportation
- Utilities
- Wholesale Distribution
- And more...

TODAY'S SUPPORT CHALLENGES

Software support is a mandatory expense, but it should not put your budget in a hole. It's critical to have an expert safety net available to handle unplanned application issues, but that service should be fairly priced. Sadly, Oracle Support has devolved in recent years into a self-service model with slow response times and little value to organizations running stable software and systems. Already expensive, the cost of this service continues to grow at a rate of 2-4% per year.

Now imagine how support *should* be. Skilled engineers who know your business and applications environment and respond in minutes to your support ticket — whether for customized code, interfaces, interoperability concerns, or general inquiries. Reasonably priced JD Edwards support, services, and advice, available when and how you need them.

That's Spinnaker Support.

> "
> 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: YOUR SUPPORT SOLUTION

Spinnaker Support replaces Oracle's ongoing JD Edwards support in a proven, secure, and smart way — delivering superior support more efficiently and at a dramatically reduced price.

RESPONSIVE SERVICE
Responses in < 15 minutes, from Level 4 senior support engineers

COMPREHENSIVE SUPPORT
Covers security, custom code, interoperability, tax & regulations, and more

IMMEDIATE COST SAVING
Average 62% hard savings, with more soft savings possible

FLEXIBLE COMMERCIAL TERMS
Pay for licenses you use, modify scope as business conditions change

CUSTOMIZED ASSISTANCE AVAILABLE
We also offer a tailored set of managed services and consulting

THIRD-PARTY JD EDWARDS SUPPORT INCLUDES:	
Break/ Fix Support	Keep your enterprise applications running at peak performance with swift responses, ISO-certified processes, and diagnostic services, product fixes, and/or operational workarounds for standard and custom code and integrations.
General Inquiry for Supported Products	For supported products, we answer general inquiries related to the usage and configuration of standard (out-of-the-box) software, tools, and applications.
Security & Vulnerability Management	Through proven processes, security products, and a staff of industry experts, we continuously investigate issues, harden and protect your application environments, and deliver timely fixes, patches, and remediations.
Global Tax & Regulatory Compliance (GTRC) Services	Receive timely, comprehensive, and accurate GTRC updates customized to your geographic and application needs by an expert team that continually researches, monitors, and gathers tax and regulatory requirements.
Technology Advisory Services	Unbiased and proactive technology advisory services that coach you through your IT and innovation roadmap, including virtualization, cloud migration, and upgrade support.

SPINNAKER SUPPORT: THE GLOBAL TEAM

For more than a decade, Spinnaker Support has been widely regarded as one of the most important and trusted JD Edwards services providers in the world. We have built and retained large, knowledgeable teams of support engineers, managed service specialists, and consultants to address virtually anything JDE — from World to EnterpriseOne to IBM Blue Stack to Cloud. We have located JDE resources in each of our international operations centers, where they support 14 languages for customers in 104 countries around the globe.

Our staff averages 21+ years of JDE experience. While at JD Edwards, several of our engineers were part of the team that created the Double-Byte versions of software and authored the technology for language preferences. Our Customer Success team leads all new customers through a phased, collaborative onboarding and archiving process designed to ensure a smooth transition to Spinnaker Support.

A DIRECT FEATURE COMPARISON FOR ORACLE SUPPORT AND SPINNAKER SUPPORT

Third-party Spinnaker Support differs from Oracle's support by offering greater responsiveness, dedicated staff, and deeper issue coverage. The table below directly compares the primary features of each support model.
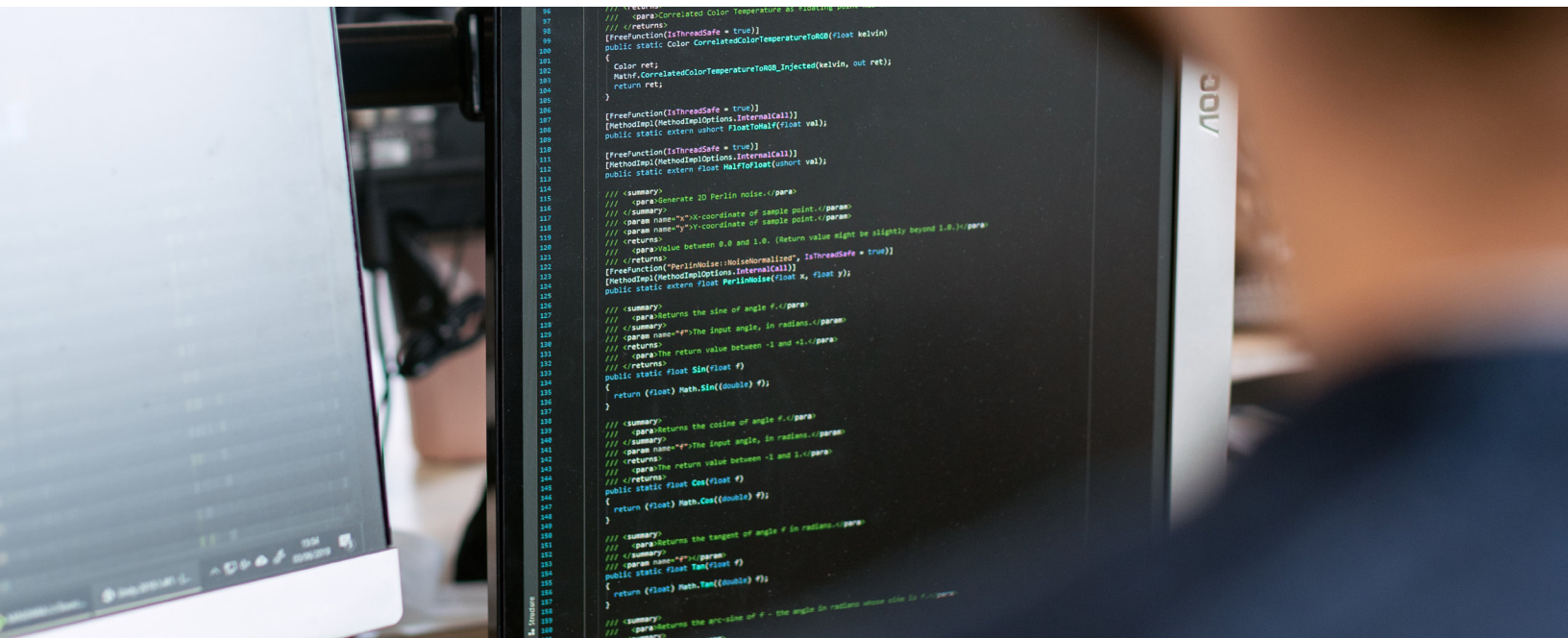
	ORACLE SUPPORT	SPINNAKER SUPPORT
Service Model	Self-service oriented, emphasis on research	Concierge, dedicated support
My Oracle Support	Full access	Not required
Primary Support Contact	Varies	Dedicated lead with assigned team
Support Expertise	Varies	19-years average experience
Response Time	SLA dictates	Average 15-minute response time
Ability to Escalate	Not monitored, request made reactively by customer	All issues closely monitored, done proactively without requests
Custom Code Support	Not covered	Included, as is anything that touches the Oracle or SAP product
Interoperability Support	Limited, depends on release version	Included
Rights to Upgrades	Included	Access to an archive of all upgrade rights, made prior to switchover from Oracle or SAP
Tax & Regulatory Compliance	Included, one-size-fits-all	Tailored specific to each customer's needs

	ORACLE SUPPORT	SPINNAKER SUPPORT
Security & Vulnerability	Patches only	Full-stack intrusion detection, virtual patching, and compensating controls
Term of Support	No new fixes or interoperability support after end of standard support	Lifetime support — for as long as you need your current version
Lifetime Full / Comprehensive Support	Available, but very little offered	Standard
Advisory Services	Via Advanced Customer Services, at an additional premium fee	Included
Partner & User Community	Access to many online communities and partner network	Access to many online communities and partner network

# WHY SUPPORT-DRIVEN MODELS SURPASS SOFTWARE-DRIVEN MODELS

The differences highlighted above are fueled by the objectives of the business. Oracle Support is primarily software driven, which results in a standardized approach that solves a limited set of issues. This model offers more automated solutions and often promotes software purchases and upgrades as the only solution to complex issues. Oracle has acknowledged that support fees are primarily diverted away to engineering initiatives rather than to upgrading support capabilities.

In contrast, third-party support is support driven, with an emphasis on more proactive, comprehensive responses and sound technology advice. Third-party support focuses on solving issues quickly, no matter what the source or who is required to weigh-in on the solution. Spinnaker Support is intensely focused on the quality and value of customer service, reinvesting its profits into continuous improvement and initiatives for added customer value.

HIGHEST
RATED CUSTOMER
SATISFACTION

In our 2023 customer survey, we reported a
record 98.1% overall satisfaction.
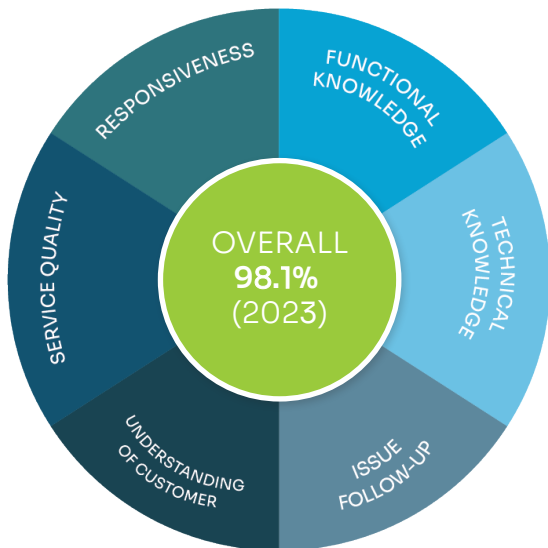
ABOUT US

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.

SPINNAKER
SUPPORT