

Outsourcing the management of your JD Edwards environment

JD Edwards is probably key to the smooth efficient operation of your business. Delivering the JD Edwards application to the users in your business and all that this entails is no small endeavour and usually involves a significant amount of time, effort and cost.

Below is a non-exhaustive list of the types of activities that your IT function should be undertaking to deliver JD Edwards to the users in your business:

- JD Edwards application support and application technical support (CNC)
- JD Edwards development and reporting
- A helpdesk service with the requisite hours of cover
- Management and maintenance of the IT infrastructure to support JD Edwards (databases, operating systems, servers, storage, backup, networking, communications, and so on)
- Disaster Recovery / Business Continuity plan to keep JD Edwards operational

Delivering these services to your business needs requires a team of people with a wide variety of specialist skills.

Differentia Consulting (JD Edwards specialists) and Northdoor (IT Managed Services specialists) offer an alternative to delivering JD Edwards using in-house resources: we can manage the complete JD Edwards environment for you.

This means that we take responsibility for the delivery, management and support of the JD Edwards application, CNC support, and all the underlying infrastructure that supports it (databases, operating systems, servers, storage, networking, and more). We deliver the JD Edwards environment and its support to agreed service levels and provide a helpdesk for your users.

Why outsource your JD Edwards environment?

The benefits of outsourcing the delivery and management of your JD Edwards environment in one managed services contract are :

- Reduced cost
- Reduced risk to the business
- Better service for the users
- Reduced management overhead on IT
- Scalability and flexibility
- Very clearly defined responsibilities

In addition to the above, you will gain from having experienced account management to advise you on the management of your JD Edwards investment. For example: advice on upgrades, configuration changes, and the use of Lean IT technologies to enable you to adapt to changes in your business environment.

How do we deliver this service to you?

Operational

- Helpdesk service contacted by telephone or e-mail
- 9x5 through to 24x7 cover as required
- Dedicated Service Delivery Manager
- Monitoring of all systems under management
- Regular reporting on systems management and performance

Technical Expertise

- JD Edwards functional/application skills (as well as development services)
- JD Edwards technical/CNC skills
- JD Edwards World, One World and EnterpriseOne
- IBM Websphere / Oracle OAS / Citrix
- Oracle, SQL and DB2/400 databases
- OS/400, AIX and Windows operating systems
- Server and storage virtualisation
- Tivoli Storage Manager, Backup Exec....
- High Availability and Disaster Recovery

Commercial

- Single Contract
- Dedicated account manager

Differentia Support and Northdoor

Differentia Support and Northdoor partner to offer this service which uses the complementary skills that the two companies have. The service is delivered under a single managed service contract. Differentia Support provide all the support and management of the JD Edwards application/ CNC skills and Northdoor provide all the support and

management of the infrastructure that supports this (starting with the database layer of the software stack and working downwards).

About Northdoor

Established in 1989, Northdoor is a service-led IT solutions provider with 100 staff operating from offices in London and Dublin. We provide IT consulting, managed services, outsourcing and support for systems from major vendors such as Microsoft, Oracle and IBM.

About Differentia Support

Differentia Support is the support services arm of Differentia Consulting. Established in 2002, we are an independent management and IT consulting and solutions provider with 20+ staff operating from offices in St Albans and remotely across the UK. We provide IT consulting, solutions, resourcing and managed support services, and are established and trusted partners of both Oracle and IBM.

For further information

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