ManageForce >

WE CAN STEP IN WHERE YOU NEED US, BASED ON YOUR GOALS FOR JD EDWARDS.

"Having run JD Edwards EnterpriseOne for several years now, we've experienced some of the challenges that come from the required Applications Management and CNC Administration. We've also realized the value of reaching out to experts, so that we can stay focused on our day-to-day responsibilities. **ManageForce gives us the best of both worlds.** We rely on them to fix more complex, business-critical applications problems within JD Edwards, as well as to manage ongoing, tactical administration and support to keep our business running efficiently."

VP of IT, Global Tool Manufacturer

VIEW OUR JD EDWARDS RESOURCE CENTER

ORACLE Gold Partner

What's Next for Your JD Edwards Environment?

Many in IT leadership are finding that a new approach for application management can help maximize value and performance without additional full-time employees, significant development expense, or over-extended internal resources.

We're an Oracle Gold Partner, understand all versions of JD Edwards, and remain strategic and proactive around the clock. One customer even said, "It's as if they're on our team. They just sit on a different floor." Using proven methodologies, ManageForce helps sustain maximum value from JD Edwards, improve operational efficiencies, ensure business continuity, increase productivity, and protect IT investments.

We're also helping customers remain innovative by implementing powerful views of information, sophisticated native reporting, mobility, user friendly functionality, external system integrations, and smarter configurations.

7 Reasons to Partner with Us for JD Edwards Services

1. We have consulted on, supported, or managed hundreds of JD Edwards environments and are knowledgeable on all versions, including World and EnterpriseOne.
2. Every customer is assigned dedicated primary and secondary experts who can be can be reached whenever you need them.
3. We have been recognized as a Global Top 100 managed IT services provider, based on number of devices/seats managed and managed IT services revenue.
4. Every ManageForce team member has 10+ years of experience.
5. A senior-level, technical program manager who understands the whole stack is dedicated to each engagement, rather than simply an account or project manager.
6. We have built a complete portfolio of JD Edwards support, development, and maintenance services to help you take the next step—whether it's a full upgrade, managed services, or a little fine-tuning and configuration.
7. We support JD Edwards customers:
    > With locations in every global region, including Europe, Asia-Pacific, North America, and Latin America
    > Across virtually every industry, such as retail, hospitality, manufacturing and distribution, transportation, real estate, public sector, and higher education
   > Of all sizes—from SMB to enterprise—with an approach that offers consistent commitment and care

A CUSTOM APPROACH

Whether we are providing on-demand DBA services, managed application or IT services, or highly specialized development work, we don't sleep until we know you can. Our customers' successful IT endeavors don't happen by accident. Our decades of experience offer a broad set of best practices and standard operating procedures (SOPs) to help ensure your success.

At the beginning of your engagement, we offer you a contact list with 24x7 phone numbers as part of a welcome kit so that you can reach someone when help is needed. Every account is assigned a set of dedicated primary experts who are available to you. So, we'll never limit you to e-mail ticketing for problem resolution, like other providers.

← PROGRAM MANAGEMENT →

CNC/ARCHITECTURE + DEVELOPMENT + FUNCTIONAL + INFRASTRUCTURE + DBA
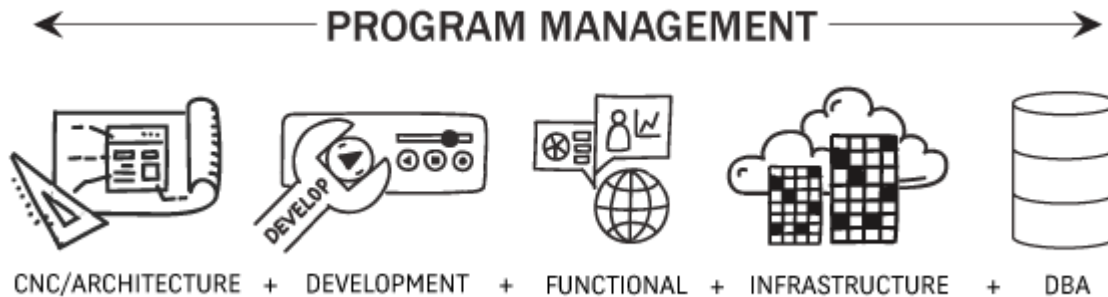
Your dedicated team of senior-level resources are capable of providing integrated service delivery across all your platforms, including application, business intelligence, database, and server, and will have a corresponding comprehensive runbook that considers your existing staff or any specialized requirements.

That means, if you're in need of cross-platform support, you'll:

> Know the root cause of the issue—immediately
> Enjoy faster resolution and more productivity
> Gain big picture recommendations that result in better business outcomes

SERVICES FOR JD EDWARDS

Support, Performance, and Administration

> Managed services
> Functional, technical, and help desk support; night, weekend, and vacation coverage
> CNC/administration
> CNC/administrator activities for tools releases, package builds, and ESUs
> 24x7 application monitoring
> Comprehensive testing of environment integrity
> Automated stress/load testing
> Database management and administration (Oracle, SQL, DB2, and others)
> Infrastructure support (e.g., Windows, AS400/iSeries, Linux)

Strategic, Consulting, and Development

> Application customization, enhancements, and external integrations
> On-demand software development
> Seamless migration, reverse-engineering, and platform and version upgrades; customization analysis
> Configuration and fine tuning
> In-depth application assessment, including performance analysis, business process reviews, module-specific surveys, custom object analyzer output, and training/documentation
> Capacity planning and build scheduling
> Data conversion, business data management, and archiving/purging
> Security maintenance and configuration
> EnterpriseOne and OneView reporting development
> Infrastructure platform migration
> Infrastructure modernization, including private, public, and hybrid cloud; hybrid-ERP

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