JD Edwards Application Shared Services

Get More from the World's Largest JD Edwards Specialist

KPIT

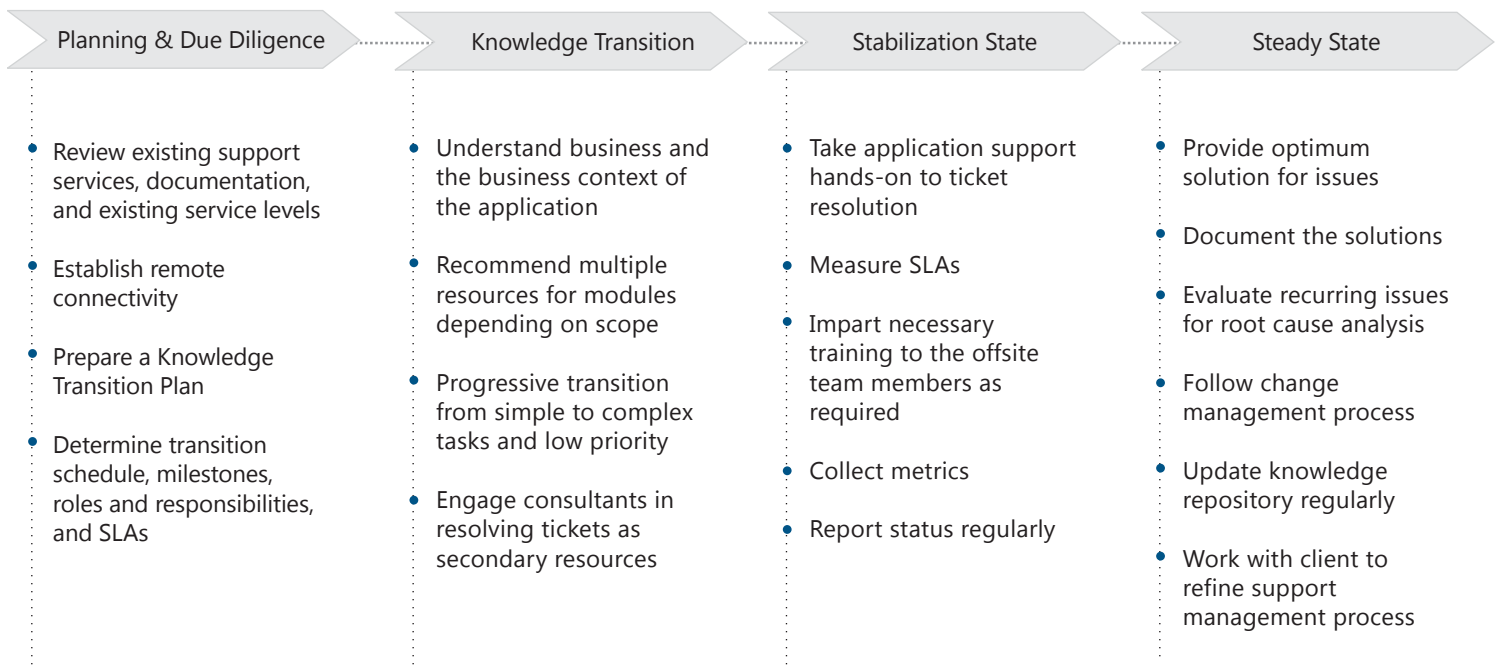## Bringing Superior JD Edwards Application Support Within Reach

Streamlining application support delivery, building and retaining a dedicated and knowledgeable support team, and establishing industry best practices are some of the challenges that organizations tackle when planning application support. This scenario is also true for your JD Edwards applications.

Every enterprise needs a reliable application support partner to be able to focus on its core business. When you choose KPIT, an Oracle JD Edwards Platinum partner and the only partner in the world to achieve 3 advanced specializations in JD Edwards, you are partnering with the most respected JD Edwards specialist in the world. Our certified Oracle solution experts are capable of delivering end-to-end support for your JD Edwards applications.

Why your JD Edwards applications need a shared support model:

- Achieve significant cost savings through a shared support model
- Keep the cost under control for staff re-training in the area of EnterpriseOne Applications and Technology
- Manage multiple time-zones or installations without the added multiplying factors
- Address the challenge of scarcity of adequately skilled manpower
- Allows you to focus on non-core business areas
- Overworked IT staff with high cost of employee retention

Methodology for JD Edwards Application Shared Model

Planning & Due Diligence	Knowledge Transition	Stabilization State	Steady State
• Review existing support services, documentation, and existing service levels	• Understand business and the business context of the application	• Take application support hands-on to ticket resolution	• Provide optimum solution for issues
• Establish remote connectivity	• Recommend multiple resources for modules depending on scope	• Measure SLAs	• Document the solutions
• Prepare a Knowledge Transition Plan	• Progressive transition from simple to complex tasks and low priority	• Impart necessary training to the offsite team members as required	• Evaluate recurring issues for root cause analysis
• Determine transition schedule, milestones, roles and responsibilities, and SLAs	• Engage consultants in resolving tickets as secondary resources	• Collect metrics	• Follow change management process
		• Report status regularly	• Update knowledge repository regularly
			• Work with client to refine support management process

Key Highlights

- Leverage upon proven tools to minimize knowledge transition efforts and timelines

- Scale up or down in a relatively quick manner

- Benefit from clearly defined engagement and escalation model, with built-in triggers for SLA achievement

- Leverage on the lessons learnt from KPIT's vast JD Edwards' footprint

Get More from KPIT

- Three decades of experience in JD Edwards implementations, globally

- Large, Diverse and Experienced JD Edwards Resources

- Trusted Oracle Partner

- In depth Localization experience

- Repository of reusable components that have been exercised in working systems

- Tools, Accelerators and methodologies to speed up delivery timelines

> " "KPIT is a high performing, proactive business partner, a true leader in the JD Edwards space."
>
> - Kathleen J Sinatore,
> CIO, Buckeye Partners, LP

KPIT Oracle Practice provides Oracle and process-based expertise to Manufacturing, Automotive and Energy industries.

More than 2,000 Oracle professionals deliver a powerful combination of industry experience and Oracle knowledge in the following areas:

- E-Business Suite
- JD Edwards
- Agile PLM
- CRM On Demand
- Value Chain Planning
- Value Chain Execution
    - Oracle Configurator
    - Warehouse Management
    - Oracle Transportation Management
- Business Intelligence and Hyperion
- Fusion Middleware
- Global Services and Support

KPIT holds 20+ **Oracle Specializations** and **5 Advanced Specializations**