

# JD Edwards CNC Support Services



Get More from the World's Largest JD Edwards Specialist



## Realize the full worth of your JD Edwards Implementation, post go-live

For a business implementing JD Edwards EnterpriseOne, organizing a complete architecture and interface layer – and ensuring the arrangement aligns with business needs – can be a complex task. JD Edwards is all about smooth operations, and Configurable Network Computing (or CNC) requires the specialized skills offered by professionals.

### The KPIT Solution

As the global leader in JD Edwards services, KPIT understands the pain-points faced by businesses, and offers a proven, cost effective 'CNC Support Services' model. Our JD Edwards EnterpriseOne CNC/Technical services ensure a predictable, stable system. With 20 years of experience – which spans organizations of all sizes, we are equipped to tailor our model to the needs of every business, balancing risks, costs, and goals.

Our approach is to maximize system benefits with minimized system downtime. Whether you require business-hours support or a 24x7 package, we can focus our resources on your key processes. Our Managed CNC services ensure that your JD Edwards EnterpriseOne systems are supported in a predictable way.

### The benefits include:

- Risk-free and cost-effective implementation/support
- Process oriented approach
- A smaller, more utilized team
- Flexibility to increase or decrease CNC resources
- Assured results from the industry's best CNC professionals
- Excellent documentation
- Reliable support services



"KPIT is a high performing, proactive business partner, a true leader in the JD Edwards space."

- Kathleen J Sinatore,  
CIO, Buckeye Partners, LP

### Implementing our Proven Methodology

Following a four track process flow, KPIT experts gather information, transition this data to the specialists, execute the project, and track the results.

**Initiation** - A KPIT Technology Architect or Senior Specialist performs onsite activities to ensure a smooth initiation of the service offering.

**Transition** - The official start, this offsite phase of the assignment is jointly delivered by the Technology Architect on a part-time basis, and a full-time remote specialist. Periodic status meetings are held to review the transition and monitor issues and concerns.

**Execution** – In this main phase of the support solution, Managed Services are provided according to the scope and schedule outlined in the final Support Services Execution Report.

**Support Services Assessment** – As a periodic activity, KPIT conducts both internal and external audits of the services provided. This assessment includes recommendations for operational improvement. If required, improvement recommendations are implemented.

### End-to-end Support & Maintenance

Our CNC services cover the entire gamut of CNC needs your business can have.

### Additional CNC Offerings:

**Technical Upgrade Assessment, Upgrades & Implementation:** We perform technical assessment for your JD Edwards CNC system helping you chart your strategy for a smooth upgrade/implementation. Additionally we also help our customers perform technical upgrades and or implementations seamlessly, on time and in budget

**System Audit:** Our JD Edwards CNC system audit helps you gauge the efficiency and security of your system, ensuring you gain maximum benefit from your investments and leverage your system to its full potential. With KPIT's audit, you can identify the gaps, and repair the problems before they constrain your operations bringing your technology up to a standard that can be managed and maintained correctly.

# CNC -on-Demand Support Services

Our CNC-on-Demand support services can be offered through either a shared or a dedicated resource model depending on the project requirement.

Services	Onshore	Onsite	Offshore	Features
Managed	✓		✓	<ul style="list-style-type: none"> <li>• 24*7 coverage</li> <li>• Process oriented</li> <li>• Access to pool of resources</li> <li>• Capability for planned short term projects</li> <li>• Best suited for pre determined support</li> <li>• SLA driven</li> </ul>
Remote	✓			<ul style="list-style-type: none"> <li>• Access to senior CNC resource pool during business hours</li> <li>• Best suited for On-Demand / Adhoc issue resolution</li> <li>• SLA driven</li> </ul>
Hybrid	✓	✓	✓	<ul style="list-style-type: none"> <li>• Flexible model</li> <li>• Provides best of both worlds viz. managed and remote services</li> <li>• Can be used for mundane and adhoc tasks</li> <li>• Provides maximum coverage using – “follow-the-sun” strategy</li> <li>• SLA driven</li> </ul>

KPIT CNC services ensure business continuity, reduced TCO and improved application performance.

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

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