SPINNAKER SUPPORT

Software Support, Managed Services, and Consulting

AVAILABLE. ADAPTABLE. VALUABLE.

According to over 1,000 clients worldwide, we consistently deliver a higher caliber of software support, tailored managed services, and consulting for a fraction of what they have previously paid.

We ensure that your JD Edwards applications are more:

- **Available** — reducing risks and quickly resolving productivity-robbing outages and slowdowns, across servers and locations.
- **Adaptable** — responding quickly to changes in business conditions, including seasonal peaks, reorganizations, regulatory/tax changes, technical advancements such as mobile sales and service, cloud integration and migration, and big data analytics.
- **Valuable** —increasing capabilities and delivering more business value while controlling – and cutting – ever increasing costs.

Enterprise leaders are searching for new options to do more, better, for less.

IMAGINE: MORE SERVICE, LESS COST

We are Spinnaker Support, the leading global provider of third-party software services for enterprises running JD Edwards. Our clients get the help they need to resolve issues and adapt to organizational changes.

THE SPINNAKER SUPPORT DIFFERENCE

Skilled JDE resources are in diminishing supply – but not at Spinnaker Support. We are the only provider offering the full range of software support, consulting, and managed services. You get superior services while reducing costs. A dedicated, growing team of JD Edwards application experts can help you with even the most customized applications and infrastructure.

Consulting and Managed Services help you better maintain, manage, and continuously improve your JD Edwards systems – increasing availability and interoperability, adapting to changing business needs, and freeing staff and funds for valuable priorities.

> " *Spinnaker Support provides the best software maintenance I have seen in my 30 plus years in the IT field. We couldn't be happier with Spinnaker Support as our JD Edwards support partner.* "

STANLEY
STANLEY ELECTRIC U.S. CO., INC.

CHOOSE THE INDIVIDUAL SERVICES YOU NEED:

THIRD-PARTY SOFTWARE SUPPORT/ MAINTENANCE	CONSULTING	MANAGED SERVICES
Bug/Break Find and Fix Support	Assessments	Application Management
Global Tax and Regulatory Compliance	Software Implementations	Application Development
Interoperability and Other Technology Support Services	Upgrades and Adapting to New Business Needs	CNC Technology Management and Operations Management
Full Technology Stack Security & Vulnerability Protection		

Comprehensive JD Edwards Support

Imagine getting bug fixes when you need them, not when the vendor gets around to it. Imagine no hidden agendas to force a costly switch to the cloud. Imagine getting seasoned expertise, with an average of almost 20 years experience, from the first contact to rapid issue resolution. Now is the time to consider third-party services from Spinnaker Support.

BUG BREAK FIND AND FIX SUPPORT

- When your JD Edwards software malfunctions, we will respond in minutes to resolve Priority 1 and Priority 2 issues. Priority 3 and 4 issues are typically addressed during normal business hours. You get 24 x 7 x 365 coverage.

- Unlike the big software publishers, Spinnaker Support delivers personalized service. We assign an Account Support Lead (ASL) backed by a team of senior software development and system administration engineers who can address issues with even the most customized JD Edwards deployments.

- Many enterprises modify business applications to suit unique business process, data acquisition, and business insight requirements. Our software engineers guide you through the root-cause analysis of issues related to your unique JD Edwards deployment.

GLOBAL TAX AND REGULATORY COMPLIANCE

- Spinnaker Support's Global Tax and Regulatory Compliance (GTRC) team adds value to your organization through improved operational decision-making and strategic planning. Updates are quality assured and cover national and local reporting changes.

- This team constantly monitors the ever changing tax and regulatory landscape and delivers timely, personalized updates for each GTRC client, including:
    » Standardized, repeatable process to deliver tax and regulatory changes.
    » Personalized net change documentation and test scripts.
    » Implementation code changes specific to each client's software version.
    » Quality assurance testing for changes
    » and more

GENERAL INQUIRIES AND ADVICE

- Spinnaker Support uniquely infuses software support with deep domain and technology expertise. We are ready to answer your "how to"and "how come" questions about processes, such as daily or monthly workflows, general ledger posting and consolidation, and running reports.

- We are ready to help you with questions about the application and database technology, such as error messages, performance problems, roles and rights, configurations, data loading, report writing, and change management.

- Our worldwide team of JD Edwards support and managed services experts collaborate to provide timely and often-innovative solutions from simpler software-related inquiries to complex technology questions

WHY CLIENTS SWITCH TO SPINNAKER SUPPORT

How can you tell if Spinnaker Support is a good fit for your JD Edwards deployment?

Your JD Edwards deployment is customized or modified significantly. Unlike the software publisher, we will support the changes you've made to your software.

You are in the process of migrating from JD Edwards to a new ERP application. Spinnaker Support is a smart choice to secure the stability of your JD Edwards deployment and control costs during your migration.

You are seeking a support vendor that finds and fixes issues, not one that refers you to self-service content. With Spinnaker Support, your first response will be from a senior support engineer backed up by a seasoned team, ready to research your issue and provide a timely resolution.

You dislike forced upgrades, unwarranted migrations, or high-pressure sales tactics. Spinnaker Support will support your current version for as long as you want to run it.

You are dissatisfied with current support service levels or inadequate ROI. Skilled engineers who are familiar with your environment assist you from the first call to final resolution, rather than deflecting you to junior staff in other regions or time-consuming self-service.

Your enterprise is facing near-term cost pressures. Spinnaker Support can significantly reduce your annual support costs, enabling you to pocket or redirect funds to other priorities.

You prefer dealing with fewer service vendors when those vendors can deliver a greater range of high-quality services (such as Support, Consulting, and Managed Services) at a reasonable cost.

JD Edwards Managed Services

Imagine getting extra help when and how you need it, without getting locked into expensive, ever-expanding projects. Imagine getting that help from skilled staff who know your business and applications environment, from support and administration through to system improvements.

APPLICATION MANAGEMENT

- Manage, maintain, and continuously improve your application experience
- Manage users, roles, and rights (application and infrastructure security)
- Manage organizational and financial structures for clean data recording and reporting
- Leverage a worldwide team of engineers with deep JD Edwards and industry expertise that help you to roll out effective process and system changes
- Augment your internal IT User Help Desk

APPLICATION DEVELOPMENT

- Adapt your system to fit company or industry-specific needs
- Analyze, design, code, test, and deploy new or improved features
- Create and modify reports and dashboards
- Create alerts, notifications, and workflows
- Create and modify forms, data structures, and business logic
- Deploy development outputs with quality assurance and IT configuration/change management

INFRASTRUCTURE AND OPERATIONS MANAGEMENT

- Maintain system environments such as log files, tablespaces, security, and package builds (CNC, iSeries and other infrastructure)
- Measure and tune performance
- Improve how your people, processes, and systems work together
- Learn best practices to avoid or overcome issues related to JD Edwards interoperability, security, cloud migration, and risk management

JD Edwards Consulting

Spinnaker Support's consultants collaborate with clients to develop and implement strategies that increase operational efficiency and support business growth. Our consultants are industry experts who help clients understand and choose the best approaches to solve their business problems utilizing JD Edwards software. Our PMP, CPA, and APICS-certified consultants can deliver the full range of services needed for project planning and management, functional design, application development, infrastructure management, organizational change management, and training. We consult on JD Edwards capabilities across manufacturing, distribution, financials, human capital management, and related areas.

ASSESSMENTS

- Focus on people, process and technology improvements
- Assess current capabilities compared to future business objectives
- Analyze and plan prior to software upgrades and new implementations
- Identify customizations or applications that can be replaced with standard ERP functionality or process changes
- Identify, analyze, and quantify opportunities for improvement
- Provide strategic recommendations
- Develop cost/benefit assessments

SOFTWARE IMPLEMENTATIONS

- Structure project management and delivery teams
- Define business requirements through all ERP functional areas
- Implement best practices using the latest software capabilities
- Transform business processes for optimal financial and operational performance
- Reduce risks with effective leadership and implementation methodology
- Transition easily to post go-live software support

UPGRADES AND ADAPTING TO NEW BUSINESS NEEDS

- Adopt new modules or functionality
- Adapt to organizational changes and new business requirements
- Upgrade software or hardware without process or functionality changes via Technical Upgrades
- Deploy Transformational Upgrades to improve business processes, reduce complexity, and apply new software capabilities
- Reduce risks with effective leadership and implementation methodology
- Augment IT Staff

Now is the time to consider third-party JD Edwards services from Spinnaker Support.

SUPPORTED INDUSTRIES INCLUDE:

- 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
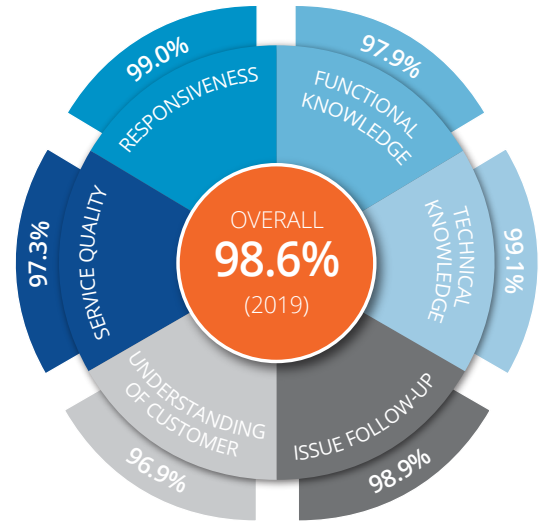- Utilities
- Wholesale Distribution
- And more…

SUPPORTED PRODUCT AREAS INCLUDE:

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

SUPPORTED VERSIONS:

- JD Edwards EnterpriseOne Software 8.9, 8.10, 8.11, 8.11SP1, 8.12, 9.0. 9.1 and 9.2; All Updates and Tools Releases
- JD Edwards World Software A7.3, A8.1, A9.1, A9.2, A9.3, and A9.4; All Cumulative Updates
- JD Edwards OneWorld Software B7.331, B7.332, B7.333 (Xe) and ERP8.0; All Updates and Service Packs

HIGHEST RATED CUSTOMER SATISFACTION

OVERALL
98.6%
(2019)

- 99.0% RESPONSIVENESS
- 97.9% FUNCTIONAL KNOWLEDGE
- 99.1% TECHNICAL KNOWLEDGE
- 98.9% ISSUE FOLLOW-UP
- 96.9% UNDERSTANDING OF CUSTOMER
- 97.3% SERVICE QUALITY

In our 2018 annual customer satisfaction survey, covering the 2017 fiscal year, we reported a record 98.7% overall customer satisfaction, which we believe is the highest in our industry. Survey results are based on more than 500 customer responses. Each year, we steadily increase our satisfaction rating by ensuring our Oracle and SAP support is actually supportive.

> *Spinnaker Support made us think about how to work more efficiently. They led us through our upgrade and made sure what we did was working the way it should. If there was a problem, made sure it was taken care of before moving on.*

Seneca Companies

ABOUT US

Spinnaker Support is the leading global provider of third-party support and managed services for Oracle and SAP enterprise software products. Spinnaker Support clients gain more comprehensive and responsive service, save an average of 62% on their support fees, and can remain on their current software release indefinitely. They trust Spinnaker Support to keep their enterprise applications running at peak performance and to help them navigate from on-premise to hybrid to cloud.

Spinnaker Support operates from ten regional operational centers located in Denver, Dubai, London, Mumbai, Paris, Sao Paulo, Singapore, Seoul, Tel Aviv, and Tokyo. Our award-winning blend of services span SAP, BusinessObjects, Oracle E-Business Suite, JD Edwards, Siebel, Oracle Database, Oracle Technology and Middleware products, Hyperion, Agile PLM, ATG/Endeca, and more.

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