Third–Party Support for JD Edwards

Maximize Your Investment & Sustain Your Environment for as Long as You Need

IT leaders face complex challenges impacting their ability to drive innovation, mitigate risk, and remain compliant. JD Edwards systems are fulfilling fundamental functions for businesses, but with an uncertain roadmap and an aging specialist workforce, IT leaders are being forced to consider if they can reasonably extend the life of the JD Edwards systems or consider a highly disruptive and costly ERP migration. Another persistent issue is how to free up IT budgets to enable resources to focus on strategic initiatives rather than daily administrative tasks, system maintenance, and smaller non-mission critical projects that prevent them from focusing on business priorities.

Spinnaker gives organizations the operational flexibility to allow your JD Edwards systems to stay fully supported for as long as you need, and the commercial flexibility to align with any future ERP transition when or if that time comes. With a support-driven employee culture and the Ultimate Support Guarantee (USG), you get to decide how upgrades and cloud migrations affect your company's risk profile and fit into your current technology strategy.

Spinnaker Support provides premier support for your mission-critical JD Edwards systems:

- JD Edwards EnterpriseOne 9.2/Release 23
- JD Edwards EnterpriseOne 9.1 and Earlier
- JD Edwards World A9.4
- JD Edwards World A9.3 and Earlier

We Provide Personalized Service Through Expert JD Edwards Software Support, Empowering Your Organization to:

Strengthen Security
Enhance protection and meet standards without extra updates.

Unlock Flexibility
Prolong system use, avoid vendor lock-in.

Strategize Savings
Reduce IT support by 60%, support key strategies.

Connect Ecosystems
Integrate and operationalize tech assets.

Our Promise to you....

ULTIMATE SUPPORT GUARANTEE · ULTIMATE SUPPORT GUARANTEE

SPINNAKER SUPPORT

- ✓ **Mitigate risks** against legal and IP issues
- ✓ **Resolve** all product and custom code challenges
- ✓ **Strengthen** system security and resilience
- ✓ **Ensure** seamless system interoperability
- ✓ **Uphold** strict license and audit standards

Or we'll pay for your return to your software vendor*

*Subject to warranty limitations as outlined in Spinnaker's Ultimate Support Guarantee. Only applies to Oracle and SAP.

We support customers all over the globe:

" We selected Spinnaker Support to provide ongoing support for our entire Oracle application landscape. As the head-to-head evaluation progressed, it became crystal clear that **Spinnaker Support is the best choice.** They provide an **exceptionally high level of support** at an attractive price point and have quickly evolved into a natural extension of our own internal IT team. They consistently display in-depth Oracle application knowledge."

Raz Bartov
CIO, Partner Communications

" We like the ease of use, the ease of opening tickets, and the ability to escalate when needed, Spinnaker Support often responds within two minutes of our logging an issue, and the support skillset with Spinnaker Support has been so much better. Early on, we had a problem with Siebel that we had not been able to fix for over a year. After transitioning, Spinnaker Support just jumped in and resolved it."

Craig Greenholt
ITC VMO & IT Infrastructure Architect, Lexmark

" We have seen significant cost savings coupled with the reassurance that the quality of support has also improved. We are immensely delighted with the commercial flexibility of Spinnaker Support and their alignment with our six core values."

Laura Donald
IT Procurement Business Partner, Edinburgh Airport

" Spinnaker Support has been maintaining our Oracle E-Business Suite version 12.2.3 for nearly three years. Comparing the support levels on a scale of 1-10, I would score Oracle a 2 and Spinnaker Support a 9 – but only because my Finnish culture doesn't allow perfection. Spinnaker Support can be summed up in three words. It just works."

Tytti Erkman
Head of Solution Development, Vaisala

SPINNAKER SUPPORT

Explore Our Third-Party Support Service

Spinnaker Support entirely replaces your JD Edwards support contract, enabling you to continue running your current systems with the following:

BREAK/FIX SERVICES

Diagnostic services, product fixes, performance management, and operational solutions for software issues for standard code, custom code, and integrations

GLOBAL TAX & REGULATORY COMPLIANCE

Timely, comprehensive, and accurate Global Tax & Regulatory Compliance (GTRC) updates, customized to your geographic and application needs

SECURITY & VULNERABILITY MANAGEMENT

Proactive full-stack security and vulnerability protection that targets weakness categories to harden your system, plus incident response and threat intelligence

TECHNICAL ADVISORY SERVICES

Unbiased and proactive technology advisory services for your IT strategy, including interoperability, virtualization, cloud migration, and upgrade support

GENERAL INQUIRY & ADVISORY

For supported products, we answer general inquiries related to the usage and configuration of standard and customized software, tools, and applications.

ARCHIVING SERVICES

Download and storage of relevant software and data that a customer is legally entitled to retain to minimize data loss and maintain flexibility for future IT decisions.

Spinnaker Support Third-Party Support Features

These features are included within our Third-Party Support offering at no additional cost

Spinnaker Shield ™

A Holistic Security Approach to Software Vulnerability Protection

Spinnaker Shield maintains or improves your security posture for your applications and technologies over the vendors themselves, all guaranteed by our industry leading Ultimate Support Guarantee. Armed with proven processes, tried-and-true security insight, and a staff of industry experts, Spinnaker continually investigates issues, hardens, and protects your database, middleware, and application environments.

With Spinnaker Shield, IT leaders strengthen their organization's security posture and proactively respond to the constantly evolving security landscape through:

- **Risk mitigation** through improved processes, compliance, and best practices
- **Proactively secure** your system by targeting weakness categories and implementing attack surface reduction measures
- **Secure unique** architecture and configuration with tailored solutions that don't rely on one-size-fits-all vendor patches
- **Achieve regulatory compliance** across your entire Oracle software estate, regardless of the age of the software

Spinnaker Link ™

Take Back Control and Choose How Your System Interoperates

Spinnaker Link frees you from vendor red tape and interoperability restrictions by enabling you to design and deploy integrations for your unique IT environment with services including Email Authentication Tunneling, Encryption Translation Tunneling, Java Desktop Client, and Operating System Integrations.

With Spinnaker Link, we provide personalized interoperability services allowing your organization to:

- **Manage complexity** of IT environments with a unified interoperability strategy
- **Reduce threats** through improved security, compliance, and process
- **Take control of your IT roadmap** by extending the life of current systems
- **Future-proof your system** to integrate into new components and software

Spinnaker Intelligence ™

Resolve issues faster with AI-assisted enterprise software support

Spinnaker Intelligence is an AI/ML tool that assists with rapid issue resolution. Leveraging a vast quantity of anonymized historical data, Spinnaker Intelligence augments Spinnaker's expert engineers by enabling them to tap into the collective experience quickly and easily across Spinnaker.

Spinnaker Intelligence provides a full suite of expert services enabling your organization to:

- **Enhance customer support** by minimizing downtime caused by system issues
- **Increase operational efficiency** with AI-assisted issue resolution that delivers fixes faster
- **Improve service quality and consistency** by leveraging prior issue-resolution strategies

Spinnaker Support is Your Trusted Partner

Spinnaker Support has helped **over 1000 customers** improve their enterprise software support experience and achieve their strategic IT objects. With Spinnaker, you will receive:

- **Extended coverage** to resolve issues, no matter the source, with 24x7x365 support
- **Faster response** with our proprietary AI-assisted ticket resolution
- **Lifetime support** to keep your existing systems running as long as you want
- **Personalized service** to resolve issues and ensure security and interoperability with your customized systems
- **Expert engineers** with over 20 years of software experience
- **Cost savings** of 50-62% compared to vendor support contracts

When contemplating third-party support, businesses often worry about software license compliance, loss of access to vendor fixes and patches, or simply the ability of another company to match the quality of vendor-provided support. Fortunately, making the switch to third-party support doesn't have to be scary. Spinnaker takes the risk out of third-party support with our **Ultimate Support Guarantee**, an assurance that we will deliver legally compliant service delivery, technical issue coverage, security, interoperability, and license compliance.

Support at Each Step of Your Journey

Spinnaker provides a suite of services that empowers your organization to take control of your technology strategy and maximize the value of your investments wherever you are in your technology ecosystem journey.

- Spinnaker Support for Oracle, SAP, and JD Edwards
- Spinnaker Shield™
- Spinnaker Link™
- Spinnaker Intelligence™
- Spinnaker Managed Services™

About Us

Today's leaders are navigating an increasingly uncertain and ever-changing world. They can't be held back by restrictive, ineffective, or complicated software systems as they move their organizations forward. Spinnaker optimizes software ecosystems through services designed for sustainable transformation, maximizing software investments, and freeing up the capital and resources leaders need to navigate the future with certainty.