

# Maximize Your JDA Software Investment

## ► OVERVIEW | SPINNAKER JDA TECHNICAL SUPPORT SERVICE

### KEY FEATURES AND BENEFITS

Spinnaker JDA Technical Support Service manages all aspects of your JDA advanced planning system and supplements your back-office resources. The result – top performance at a lower cost of ownership, with the ability to leverage your valuable IT resources where they are needed most.

Spinnaker JDA Technical Support Service provides:

- Access to seasoned and experienced JDA resources
- Monitoring of your batch and online system activities
- Enhancements to your customized JDA solution environment
- Triage of functional and technical issues and expedited problem resolutions
- Proactive system maintenance and performance tuning
- Real-time issue tracking, effective escalation and best-in-class reporting
- Answers to setup, configuration and interoperability questions

Supply chain planning systems help make mission–critical business decisions everyday and system availability is essential. Can your technical infrastructure meet the increased demands placed on your supply chain planning system? Do you worry about meeting online and batch service levels? CIOs and other executives who run major supply chain operations have told us that not knowing whether their current resources are equipped to support and make the most from their JDA investment literally keeps them up at night.

Spinnaker consultants have helped IT organizations implement JDA systems at leading companies across the globe—while these systems provide tremendous business value, we understand how difficult it can be for organizations to support them.

### **SPINNAKER OFFERS A SOLUTION:**

Spinnaker JDA Technical Support Service provides comprehensive services to manage your JDA supply chain management solution.

Spinnaker JDA Technical Support Service offers personalized, highly responsive and accurate client service backed by unmatched supply chain expertise. Clients also benefit from access to Spinnaker’s internal JDA consulting group, which offers deep supply chain expertise gained from hundreds of successful JDA implementations.

### **KEY BENEFITS OF SPINNAKER JDA TECHNICAL SUPPORT SERVICE:**

**Seasoned, Experienced Resources** – Our JDA support professionals have the experience and knowledge to address common issues before they occur; that means they can help you avoid potential costly challenges that less experienced service providers often overlook. The Spinnaker JDA Technical Support Service team averages more than 12 years of JDA experience across all applications and releases, from early versions of Manugistics Client Server to the most recent Web-enabled versions of JDA 7.x.

**Fast, Accurate Issue Resolution** – Your Spinnaker team will provide expedited triage of functional and technical issues. With our JDA Technical Support Service, Level 1 and Level 2 issues will be quickly addressed by your dedicated Spinnaker resources.

**Spinnaker** is a global leader in supply chain consulting and execution services. We deliver supply chain excellence with world-class people, processes, technology and operational know-how.

Founded in 2002, Spinnaker operates on two guiding principles – measure our success by our client's accomplishments and treat every situation with honesty and integrity. It's from these guiding principles that Spinnaker has been able to achieve tremendous growth.

Spinnaker has worked with entrepreneurial start-ups to Fortune 100 enterprises in industries such as High Tech, Manufacturing, Retail, Energy/Oil & Gas, Communications, Pharmaceutical/ BioTech and Alternative Energy. We combine our vast supply chain and business process knowledge with industry best practices to deliver solutions that drive tangible results for our clients.

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**Stable System, Easier Upgrade** – A stable system contributes greater quantifiable benefits at a lower cost. Getting issues resolved quickly is just one aspect of maintaining system stability. It's also critically important to keep your system current with the latest patch releases. Allowing Spinnaker to install patches for you results in a more stable JDA system and easier, less expensive upgrades down the road.

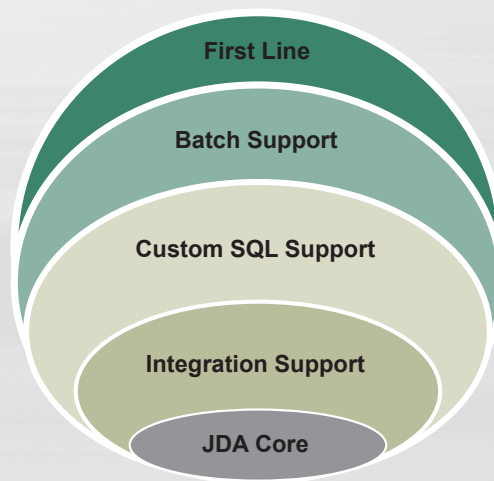
**Support for Customizations** – We take time to learn how your business leverages the JDA solution. This enables Spinnaker to proactively manage your operational needs and provide guidance for minor enhancements and modifications that allow your business to maximize results from your JDA system.

**Redeploy Valuable Resources** – Spinnaker JDA Technical Support Service extends the effectiveness of your internal IT group, so you can optimize your internal support structure and reallocate valuable IT resources to more strategic projects.

**Prevent Knowledge Drain** – During times of employee turnover, Spinnaker's unique engagement model preserves institutional knowledge pertaining to your JDA system to ensure a seamless employee transition.

Organizations choose Spinnaker because they know they can rely on exceptional service and JDA expertise. They know they have a partner that cares about their users and customers as much as they do—a partner, not a vendor.

### JDA SOLUTION TECHNICAL IMPLEMENTATION ARCHITECTURE



#### Layered Support

- Issue triage for batch script or system failure
- Consult on debugging user issues while performing business tasks

#### Batch Support (Level 2 Support)

- Batch execution scripting
- Batch performance scripting
- Database health and maintenance
- SQL and XML launch scripting
- Customization to support extended business functionality

#### Custom Code Support (Level 2 Support)

- Scripting to support custom business requirements
- Data extract scripting to support reporting activities

#### Integration Support (Level 2 Support)

- ERP inbound integration scripting
- No-Core JDA application internal integrations
- ERP outbound integration scripting

#### JDA Core Application (Level 2 Support Assistance)

- Escalate and track product defects with the client through JDA Support
- Operations support for end-user questions and system support

Find out how Spinnaker JDA Technical Support Service can help you reduce the total cost of ownership and drive a positive ROI from your JDA Software supply chain solutions. Contact George Fowler, Spinnaker's Vice President of Supply Chain Consulting, at 301-343-0482 or [gfwlwr@spinnakermgmt.com](mailto:gfwlwr@spinnakermgmt.com) today!