

When it comes to support for your JD Edwards applications, you do have a choice. You can choose to eliminate the high cost of vendor support contracts, receive faster response to your critical needs, and higher quality services delivered by a senior level, dedicated global support team. Spinnaker is the leader in third party support services for JD Edwards software applications. We provide global technical support, application support, and consulting for JD Edwards World, OneWorld and EnterpriseOne programs.

Our innovative support model not only saves clients an average of 50% on their current support costs, but provides a personalized support team dedicated to delivering the highest level of service – 24 x 7 x 365. We help clients mitigate risk from vendor lock-in and maximize the return on their software investments while introducing them to a higher level of service. If you are ready to consider third party support, consider Spinnaker.

WHAT OUR CLIENTS HAVE TO SAY:

“At first, the idea of receiving guaranteed 30-minute response times and 50% cost saving on the maintenance and support of our OneWorld applications sounded too good to be true, Spinnaker changed the way we thought of support services by showing us their proven support model. Now we can redeploy the cost saving onto other pressing projects and we have a named, primary support engineer who understands the ins-and-outs of our IT environment.”

– Hervé Vigneron, IT Manager,
Felix s.a. (French textile company)

“‘Reliability’, ‘professionalism’, ‘in-depth product knowledge’, ‘responsiveness’... most technical support organizations like to toss around catchy buzz words, but Spinnaker’s support team is one of the few I’ve encountered that actually lives up to them.”

– Jose Leyba, IT Development Manager,
Kellstrom Industries

The Case for Third-Party Support

Demand for third party support has risen exponentially and it’s not surprising when you read about the profits that software providers are reporting, most of which is almost solely sustained by their maintenance fees. Worse yet, many enterprises aren’t seeing the value for the 22% (and rising) maintenance fees they are paying.

Industry analysts, the media and many of your peers have acknowledged that third-party support is a viable option to reduce the cost of support while improving the level of support you receive. The stability of today’s ERP software, makes third-party support a compelling option to help you extend the life of your current releases while you evaluate the business value of a new platform in the future.

Third-party support lets you choose your upgrade path and timetable, not so with your software vendor. And despite what you have been told, you can perform moderate upgrades to your software with a third-party support vendor. The savings you experience from moving to this support model can be invested into more strategic IT initiatives which drive more value for your enterprise.

As you approach your support contract renewal date, take a closer look at third-party support and whether it is a good fit for your organization.



Third-Party Support Delivers Real Value

Spinnaker’s experienced application and technical support team offers new support experience, one unlike you have experienced before. You don’t call into a call center for support or wait days for a response. Spinnaker clients call directly or send an email to their dedicated support engineer. Clients choose the severity level of each issue and receive proactive updates as your case is being worked. We pride ourselves on our support model and in a recent client satisfaction survey over 96% of Spinnaker clients stated they were highly satisfied with our support model.

Spinnaker clients benefit from:

- Seasoned, senior-level specialists averaging 14 years of JDE experience within the application and technical (CNC) functions of the software
- 24 x 7 x 365, global support with Spinnaker’s guaranteed 30-minute response time
- Clients typically save 50% or more on annual maintenance support costs
- Spinnaker support professionals speak a variety of languages for seamless global support
- Complete support for your tax and regulatory requirements
- Access to a dedicated support team so you speak to the same support engineer every time
- Installation, upgrades and operational support for base applications and customizations
- Proactive maintenance approach to identify and resolve issues

Applications & Modules Supported

- World – A7.3, A8.1, A9.1, A9.2; All cumulative update levels.
- OneWorld – B7.3.3.1, B7.3.3.2, B7.3.3.3 (Xe), and ERP8
- Enterprise One – E1 8.9, E1 8.10, E1 8.11, E1 8.11 SPI, E1 8.12 and E1 9.0

Spinnaker’s support model allows you to speak to a seasoned support engineer each and every time, no waiting for a return call. This results in faster problem resolution!

Spinnaker, the market leader in JD Edwards consulting and support solutions, helps clients extend and maximize the lifecycle of their software investments. We assist clients wanting to refresh their software or hardware (operation system), via a host of JDE consulting services ranging from implementation solutions, technology solutions to strategic business solutions. For those organizations who want to maintain their current JDE environment, Spinnaker’s personalized, cost-effective support model gives them access to the most technically savvy staff in the marketplace at nearly half the cost of traditional support providers.

Over 100 clients from all industries have chosen Spinnaker as their provider of choice. Headquartered in Denver, Spinnaker services are available across the globe via offices located in Boston, Singapore, and London.

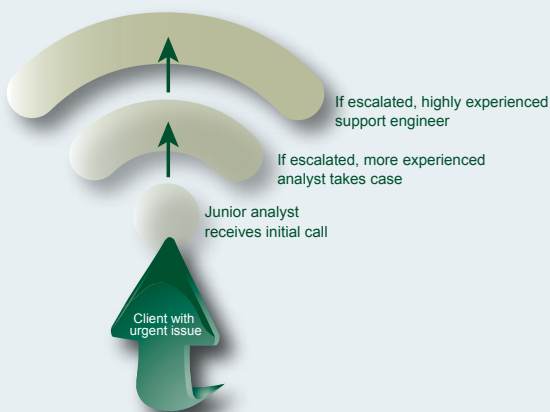
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Traditional Support Model



Spinnaker Support Model



ARE YOU READY TO EXPERIENCE SPINNAKER SUPPORT? GIVE US A CALL TODAY.