CNC MANAGED SERVICES FOR JD EDWARDS

COST EFFECTIVE METHODOLOGY

Today, more than ever, IT executives are forced to reduce their budgets while still having to meet their corporate objectives. One way to enjoy cost savings is outsourcing server administration and technology activities with CNC Managed Services. Besides the cost saving advantages, you can free up internal IT resources to focus on supporting core business functions and other corporate initiatives; have the ability to access and leverage a pool of experienced CNC consultants; and, enjoy the capability to scale up or down resources as needed.

WhiteLight Group offers custom CNC Managed Services that are tailored to your requirements. Our full service solution offers the combination of experience and expertise. Our CNC team helps to ensure uninterrupted access to your ERP system throughout the course of each day.

SERVICES	DESCRIPTION
Ongoing Administration	Daily system checks and log review, user maintenance, security administration, job scheduler administration, printer administration, annual audit support
Package Builds and Deployments	Build/compile all changes to JDE code and deploy to clients, application servers, and JAS/HTML servers on various platforms
OMW Change Management	Managed migration of modified objects from development through testing and into production
Environment Refreshes	Periodic copies of production environment data and/or code to other environments in order to provide valid environments for testing or training
Operational Support	Issue applications, troubleshooting and solution implementation, ticket response, ESU applications, participate in disaster recovery testing, technical testing of application in support of infrastructure patching
Project Support	Fix current service, tools release implementations, installation and upgrade planning and implementations, performance management

ORACLE Gold Partner

ORACLE JD EDWARDS ENTERPRISEONE

WhiteLight Group is a leading provider of business application software and services. Since 2002, WhiteLight Group has offered leading edge solutions to a variety of industries. Our holistic approach drives unparalleled value, ensuring innovative technology solutions are adapted and aligned with the needs of each business and its people-not just technically superior, but measurably beneficial. For more information, contact us at sales@whitelightgrp.com. In Chicago, call 630-571-6705 and in Milwaukee call 262-522-8450. Find us at www.whitelightgrp.com .

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