

# Whitehouse Consultants Technical Team

Whitehouse Consultants is well known for its long established applications consultancy. Whitehouse also has a highly experienced technical team covering both JD Edwards World and EnterpriseOne software.

Whitehouse Consultants' technical team covers a broad range of skills relating to JD Edwards World and EnterpriseOne, with all consultants having at least 3 years' relevant experience. As a Certified Advantage Partner, Whitehouse has access to all the support resources available from Oracle.

A strong team spirit exists amongst our technical consultants, who are able to pool their knowledge and share experiences to resolve customer problems effectively. Whitehouse has invested in 'lab' infrastructure, allowing consultants the opportunity to 'practice' tasks in a lab environment, so that they are more able to face these challenges in the field. The team approach, the access to JD Edwards resources and the lab facilities available are core differentiators between using a technical consultant from Whitehouse and using a resource from the non-partner or 'grey' market.

## Technical Project Management

### CNC Capabilities

Whitehouse technical consultants are able to carry out the usual JD Edwards EnterpriseOne CNC tasks such as applying ESU/ASU/Service packs and are also able to tackle the more complex tasks such as:-

- Upgrade Planning (architecture, approach)
- Upgrades (to newer releases e.g. Xe to JD Edwards EnterpriseOne 8.9)
- Technical Architecture Solution Design  
(Additional servers: Logic, Batch, JAS, TSE; Strategic Planning)
- Technical Audits
- Troubleshooting/Support
- Technical Workshops - knowledge transfer

Some of the above services can be tailored to provide a support service that can be customized to the requirements of the individual site.

## JD Edwards World

The longevity of Whitehouse as a solution provider means that we have many years' experience working with JD Edwards World.

Long-established customers may have been running the solution trouble-free for many years but may have overlooked the need for certain housekeeping procedures. With the 'age' of the product it can become increasingly difficult to find a level of technical proficiency to help with these tasks.

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Whitehouse is able to provide the following services for JD Edwards World:-

- Upgrade Planning
- Software Upgrades
- Migration to JD Edwards EnterpriseOne
- CISC to RISC Migration
- System Audits
- RPG Development
- AS400 System Management
- Migration to other ERP solutions

## JD Edwards EnterpriseOne Development

The depth of experience of Whitehouse's developers plus their capacity to handle large-scale development projects using the Development Methodology is a key differentiator.

The OMW utility and the development methodology are capable of handling very large-scale development, but many technical developers will only have had exposure to the very simple tasks within this. Whitehouse has consultants who are experienced in working as part of a team of developers and also those who can provide the expertise to manage large-scale development projects.

## Infrastructure

Whitehouse differs from other consultancies by encouraging consultants to expand their knowledge beyond the familiar ERP solutions. Whitehouse's approach to a project is to ensure that our technical consultants have some capability in the technical infrastructure on which the software resides. This would usually include a detailed understanding of the underlying operating system such as OS400, Windows 2000 as well as the RDBMS such as SQLServer, Oracle and DB2 DBA skills. Most of our technical consultants are adept in the networking areas such as TCP/IP, to the level required to support the applications.

Whitehouse also has experience in defining backup/security procedures particularly around the SQLServer RDBMS.

## Technical Project Management

We can provide Technical Project Management for both JD Edwards World and EnterpriseOne. We can advise on all aspects of the technical project from inception to go-live.

To learn more about the ways in which Whitehouse Consultants can help you, please visit [www.whitehouse-consult.co.uk](http://www.whitehouse-consult.co.uk), call us on **01564 711037** or email [sales@whitehouse-consult.co.uk](mailto:sales@whitehouse-consult.co.uk)

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