

Support Services for JD Edwards Software

Criteria for selecting support services may include levels of responsiveness, knowledge of your implementation and the cost of the service. Whitehouse's support customers value the ability to speak to someone they know, who knows them and their system, and can react immediately.

Obtaining the right level of support for your JD Edwards users can be critical to the smooth operation of your business. Oracle provides an excellent support service for both JD Edwards World and EnterpriseOne and we recommend that customers take Oracle maintenance. Whitehouse offers additional local support, to assist your in-house first line support. Whitehouse's point of difference is that the customers we support receive the assurance of dealing with individuals they know, who are familiar with their company's implementation and can respond promptly to both application and technical queries.

Each support arrangement is governed by a Service Level Agreement that sets out the terms and conditions of our service and lays down standards of response. At regular meetings with your Account Manager you can review the level of service required and received, and ensure it continues to meet your needs.

Whitehouse's support services take two different forms.

- **Fixed cost per user annual support contract**

Whitehouse has partnered with support specialist Netential, to provide a guaranteed service at a fixed cost, protecting your investment and unlocking value from your enterprise applications. The service has a fixed cost per user/per month which takes away all the guesswork about resource requirements and allows businesses to focus their people and capital on resolving more strategic issues. Whether you need to enhance your current in-house application management and user support capabilities or outsource your entire application support, this may be the answer for you. For further information on this service, see our data sheet "Infrastructure and Application Support" or visit our web-site.

- **Pre-paid consultancy for when you need it**

Alternatively, Whitehouse offers an ad-hoc support service for businesses not wishing to commit to a 'full-service' arrangement. With this service you pre-pay for an agreed number of consultancy hours per year at a discounted rate. You set the level that you feel is appropriate for your organisation. When you require support, you call the help desk and the time used to resolve the issue is deducted from the pre-paid total. If you run out of time, we don't stop work; we advise you and agree a further amount. Any work identified during support but out of the scope of the service is agreed with you on a time and materials basis.

ORACLE CERTIFIED ADVANTAGE PARTNER

JD EDWARDS WORLD

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To learn more about the ways in which Whitehouse Consultants can help you, please visit our web site.

www.whitehouse-consult.co.uk

Whitehouse services are structured so that customers receive the type of support and level of service that suits their needs at a competitive price. Whitehouse support services are long-established and we have reference customers prepared to discuss our service with interested parties. If you are interested in Support Services from Whitehouse please contact one of our Account Managers.