

## Unlocking the value of JD Edwards

Whitehouse offers consulting services, products and tools specifically related to JD Edwards World and EnterpriseOne. Whitehouse focuses on a single goal: finding the solution that works best for each customer's unique circumstances to make sure they unlock the system's real value.

Our mission is to accelerate and maintain the return on investment in an ERP solution. We call this 'unlocking the value' of your system and we maintain this focus at all stages of the system's lifecycle. We consider:

- The quality of the solution
- Reduction of risk, delays and costs
- The upkeep of the solution
- Solution durability
- Transfer of competence
- Options for solution enhancement

Our reputation is based on the quality of our consultants who must have at least three years' experience of JD Edwards solutions and have completed three implementations. Our consultants have extensive business experience as well as JD Edwards' product knowledge. Our experience and our methodology allow us to manage your projects and international deployments wherever they may be. Our competencies include full life cycle projects, upgrades, migrations and implementation of specific modules as well as the technical infrastructure to support them.

### Project Implementation

Whitehouse has the skills and resources to take ownership of the entire project or to provide relevant skills to supplement a customer's in-house team. We can provide technical assistance during the installation, deployment and the setting up of custom built interfaces and data conversions. We can also ensure that post go-live support is in place to offer functional and technical maintenance in varying forms.

### Application Assessments

The overall objective of an Application Assessment is to assess the effectiveness of the JD Edwards solution in place today. It takes into account the functionality that is in operation, levels of user knowledge, and the potential for improving the solution's efficiencies across the organisation. Whitehouse can carry out an assessment on your current software, or take into consideration the added functionality in a later version to help you decide whether to upgrade.

### Upgrades and Migrations

Whether you want to carry out a technical upgrade, take advantage of new functionality or migrate to EnterpriseOne, we offer the most experienced technical and applications consultants in the business to assist you. Guided by our 17 years' experience we offer a very flexible service to our customers, offering different levels of support according to each customer's situation.

We can work with you to:

- Assess the benefits of upgrading or merging
- Prepare the business case
- Manage the project
- Provide experienced consultants to supplement your own resources

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JD EDWARDS WORLD

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JD EDWARDS ENTERPRISEONE

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Whitehouse Consultants, founded in 1991, was instrumental in helping JD Edwards establish its business in Europe and was appointed the first Partner in the UK in 1992. Now an Oracle Certified Advantage Partner, Whitehouse still concentrates solely on JD Edwards World and EnterpriseOne solutions.

## Content Development

Oracle's User Productivity Kit (UPK) helps organisations quickly create the critical documentation, training, and support materials they need to drive project team and user productivity throughout the lifecycle of the software.

UPK provides system process documentation, user acceptance test scripts, comprehensive instructor-led training materials, web-based training materials, role-based performance support and complete documentation. It is the ideal solution for companies with training and support issues as well as companies planning an upgrade and is compatible with both JD Edwards World and EnterpriseOne.

## Business Process Management

Business benefits do not come just by implementing an ERP system; business processes must be improved too. A major asset of any company is the knowledge of processes accumulated by its employees. Using Nimbus Control 2007, a leading Business Process Modelling & Management tool, our experienced business analysts capture this knowledge and help companies design more efficient processes. We provide clear, understandable, easy-to-maintain process maps that enable companies to manage their processes and provide a sound basis for future developments.

## Purge & Archive

Systems slow down as databases grow out of control and companies are then faced with costly processor upgrades. An alternative is to implement some 'good house-keeping' using a purging and archiving tool. Whitehouse has selected ARCTOOLS because it allows users to purge and archive whilst continuing to use the system, and fully maintains the integrity of the data. ARCTOOLS is a powerful yet cost effective tool that is ideal for both JD Edwards World and EnterpriseOne, featuring a JD Edwards module with built-in rules. It is compatible with DB2, Oracle & SQL/Server databases.

## Application Support & Hosting

By using a third-party support provider, customers can substantially improve cost structure and receive enormous IT cost and performance advantages, quickly and reliably. Through an application support provider a customer will benefit from the enhanced application functionality and high service levels that users demand. When considering how best to manage the software and hardware infrastructure in the most efficient and cost effective way, there are a number of options:

### 1. Hosting

The complete system, both hardware and software, managed and maintained by a third party. Services can include technical application management, technical process monitoring, application, system and data integration, data management and data quality services.

### 2. Managed Application Services

Keep your hardware on site but have your applications managed remotely; typically the provision of second line and third line support services (both application and technical) to a customer's internal support team.

### 3. Helpdesk support

Whitehouse offers a helpdesk to address customer's issues and queries. Typically customers buy a block of pre-paid consultancy and issues such as applications, bespoke software, CNC and Oracle DBA can all be supported. A dedicated support operation provides quick resolution of queries, which means that customers maximise the productiveness of their software.

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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](http://www.whitehouse-consult.co.uk)

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