Rimini Street®

Rimini Street Application Management Services and CNC Managed Services for JD Edwards (EnterpriseOne)
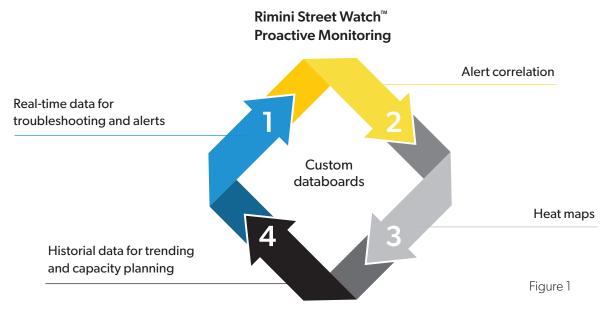
Maximize JD Edwards Performance with Unified Support

Business challenge

Challenges in JD Edwards (EnterpriseOne) staffing and operational costs are on the rise. Companies may not have enough skilled staff members or bandwidth to proactively manage their JDE systems, which makes clearing their backlogs of critical business priorities nearly impossible. Traditional AMS consultants push for more modern platforms, which can lead to disruptions in IT service delivery.

Solution overview

Rimini Street Application Management Services (AMS) for JD Edwards (EnterpriseOne) are designed to complement existing Rimini Street vendor application support services and provide a wide variety of services for maintaining, enhancing, and managing those applications. AMS for JDE include CNC (Configurable Network Computing) Managed Services with system administration, server configuration, environment refreshes, package build and deployment, performance tuning, security, and user administration. (CNC Managed Services are also available separately.)

Application Management Services for JD Edwards include Rimini Street Watch for 24x7 proactive monitoring of your JDE application, services, and infrastructure, covering the hardware, operating system, database, and Web server. (Figure 1)

Rimini Street Watch™
Proactive Monitoring

Real-time data for troubleshooting and alerts

Alert correlation

Custom databoards

Heat maps

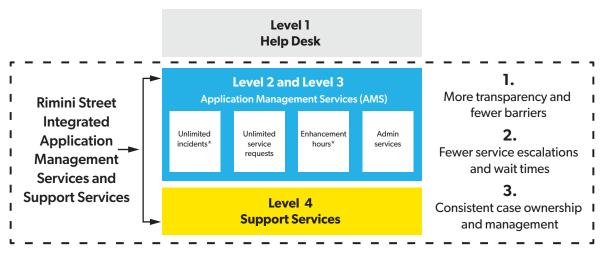Historial data for trending and capacity planning

Figure 1

Keep your JD Edwards applications running smoothly, securely, and in compliance, with Rimini Street Application Management Services for JD Edwards. Rimini Street supports and runs systems with integrated Level 2 through Level 4 support for improved operational productivity. The solution includes unlimited service requests and unlimited incidents from a catalog of services, with quarterly blocks of enhancement hours — all at a simple, annual subscription price.

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Service At-A-Glance

Rimini Street AMS for JDE (Figure 2) require an active Rimini Street support agreement.

Rimini Street Unified Support Services

Level 1
Help Desk

Rimini Street Integrated Application Management Services and Support Services

Level 2 and Level 3
Application Management Services (AMS)

Unlimited incidents*	Unlimited service requests	Enhancement hours*	Admin services

Level 4
Support Services

1.
More transparency and fewer barriers

2.
Fewer service escalations and wait times

3.
Consistent case ownership and management

*not included with CNC

Figure 2

Better Model	Better People	Better Outcomes
▪ Simplified operating model with preventive maintenance ▪ Combined 2-4 support levels, reducing complexity	▪ Expert engineers delivering necessary enhancements for the business ▪ Improved case resolution ownership and accountability ▪ More consistent service delivery with fewer escalations	▪ Improved service levels with faster resolution times ▪ Reduced backlogs, keeping resources focused on critical project milestones

Learn more about AMS and CNC for JD Edwards (EnterpriseOne).

About Rimini Street, Inc.

Rimini Street, Inc. (Nasdaq: RMNI) is a global provider of enterprise software products and services, the leading third-party support provider for Oracle and SAP software products, and a Salesforce® partner. The company offers premium, ultra-responsive, and integrated application management and support services that enable enterprise software licensees to save significant costs, free up resources for innovation, and achieve better business outcomes. Global Fortune 500, midmarket, public sector, and other organizations from a broad range of industries rely on Rimini Street as their trusted enterprise software products and services provider.

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