Rimini Street

Rimini Support™ for JD Edwards



All Product Lines Supported

All Components and Release Versions Supported

Supported System Components

- BI Publisher
- Crystal Reports
- E1 Forms Design Assistant, Table Design Assistant, Table Conversion, and all other JD Edwards tools
- Event Rules, Named Event Rules, C Business Functions
- JD Edwards Kernels
- Object Configuration Manager
- Object Management Workbench
- Performance Tuning
- Red Stack/Blue Stack
- Scheduler
- Security
- World: World Writer, Dream Writer, Financial Report Writer, and all other JD Edwards tools

Maximize the Value of Your JD Edwards Application While Adding New Features and Capabilities

Product Support Overview

Rimini Street independent, third-party support for JD Edwards delivers significant costs savings over Oracle support plus premium service, a guaranteed 10-minute response SLA for critical P1 issues, and upgrade flexibility. All Oracle® JD Edwards World, OneWorld and EnterpriseOne releases, as well as World and EnterpriseOne coexistence environments are supported. Rimini Street experts support Human Capital Management (HCM), Financial, Distribution and Manufacturing products. We also support Oracle BI Publisher, Oracle User Productivity Kit (UPK) and Genesis products used by many JD Edwards licensees.

Business Challenges

Today's JD Edwards systems are stable and reliable, requiring much less support than earlier generations of enterprise software. Many customers are frustrated with forced vendor upgrades and lackluster service levels. Customers want the flexibility to continue running their stable internally deployed JD Edwards systems without a forced move to the cloud.

The Rimini Street Solution

Rimini Street third-party support for JD Edwards goes well beyond providing standard break/fix assistance. Each client receives personalized service from a senior-level Primary Support Engineer (PSE). Clients have direct access to an expert with their first call. PSEs are available 24/7/365, anywhere in the world, with an average response time of less than 5 minutes for critical issues. Clients benefit from software fixes and updates, support for customized code, and a team of experts who focus on interoperability challenges, roadmap planning, and proactive security. Clients are able to continue running JD Edwards software for 15+ years while adding new features using third-party solutions that move the needle for their business.

Key Benefits

- Extend the life and reduce the TCO of your investment
- Receive ultra-responsive support for JD Edwards software, including support for customizations at no extra charge
- Eliminate forced upgrades yet preserve the flexibility to upgrade when you see clear ROI
- Fund innovation and drive business growth with savings of up to 90 percent of your total maintenance costs

"What the savings from Rimini Street has allowed us to do is to take that money and reinvest into business intelligence and data platforms."

Brian Murphy
CIO
Dean Foods

Support Program Comparison

Support Features	Rimini Street	Oracle Premier and Extended	Oracle Sustaining
Support Services			
Application and documentation fixes	■	■	No new fixes
Operational and configuration support	■	■	
Installation and upgrade support	■	■	No new upgrade scripts
Global tax, legal, and regulatory update communications	■	■	No new upgrade communications
Named, regional primary support engineer with an average of 20+ years of experience	■		
Account management services	■		
10-Minute guaranteed response SLA for critical cases with 2-hour update communications	■		
Full support with no required upgrades	■		
Customization support	■		
Performance support	■		
Interoperability and integration support	■		
Full support of current release for at least 15 years from contract date	■		
Strategic Services			
Technical, functional, and application roadmap advisory services	■		
Cloud advisory services	■		
License advisory services	■		
Security advisory services	■		
Interoperability and integration advisory services	■		
Monitor and check advisory services	■		
Impact on Resources			
Significant reduction in operating costs (budget, people, time)	■		
Independence from vendor-dictated roadmap	■		

Support Details

Rimini Support™ for JD Edwards delivers the global tax, legal, and regulatory updates you need to ensure your JD Edwards applications remain compliant and up-to-date with the latest legislative changes. We offer global tax and regulatory capabilities across nearly 200 countries and have provided our clients with thousands of tailored updates.

CNC Managed Services

Rimini Street offers CNC (Configurable Network Computing) managed services for JD Edwards EnterpriseOne licensees. Clients using CNC managed services enjoy personal service from the same expert Rimini Street team that provides their day-to-day support for JD Edwards software. Services include system administration, development support, technical support services, reporting, and system monitoring and optimization.

Interoperability Support

Rimini Street interoperability support for JD Edwards includes strategic guidance to prepare you for potential infrastructure changes, as well as assistance with verifying certification on new platforms and resolving interoperability conflicts.

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