CAT
C&A Technology

Enabling Business with Technology

EDI Managed Services
Taking your JD Edwards Support to the Next Level

ORACLE | Partner

DO YOU OUTSOURCE EDI SUPPORT?

Get complete value with CAT's Electronic Data Interchange (EDI) Managed Services, a true turnkey solution. You can completely outsource EDI support to CAT, and our services are based on a monthly subscription with no long-term contract.

Our full-service EDI offering spans the entire process – from EDI onboarding to EDI coordination, to translation and mapping, and JDE functional support. We handle everything for you to free up your valuable time to handle other critical aspects of your business.

WHY CAT FOR EDI?

Full Service Offering
CAT provides management, ERP application support and EDI translation support.

EDI Experience
CAT brings seasoned resources for all disciplines of EDI.

EDI Strategy Session
CAT focuses on defining the best strategies from the start to exponentially optimize your team's efforts.

Business First Focus
We take a business first approach to our EDI Services.

Award Winning Ticketing System
⚡ Jira Service Desk

Small Project Capability
We offer managed services as well as individual project work.

CAT'S 3 PILLARS OF EDI SUPPORT

EDI Coordination
- Strategy
- Project Management
- New Customer On-boarding
- On-boarding of new EDI transaction set

Mapping & Translation
- Build / Deploy Customers Requested Maps
- Major EDI Translation Software
- On-Premise
- Managed Service Providers

JDE Setup
- JDE Configuration
- JDE Tuning to accommodate EDI
- Ensure EDI flows within the business process

Incident / Problem Resolution
Alerts / Incident Linking

SLA Compliance Reporting
Monthly reviews of SLA's

Communications
Weekly status calls to discuss open tickets and upcoming projects

CAT EDI SUPPORT LEVELS

Priority	Description	Frequency
SEV1	Production Down	4 per month
SEV2	Cannot Process EDI Transactions	20 per month
SEV3	Maintenance or New Transaction	10 per month

Priority	First Response	Contact Frequency	Resolution Target
SEV1	30 minutes	30 minutes	4 hours
SEV2	1 hour	1 hour	6 hours
SEV3	24 hours	4 hours	

CAT EDI COVERAGE

	12AM	1AM	2AM	3AM	4AM	5AM	6AM	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM
Sunday																								
Monday								▉	▉	▉	▉	▉	▉	▉	▉	▉	▉	▉	▉					
Tuesday								▉	▉	▉	▉	▉	▉	▉	▉	▉	▉	▉	▉					
Wednesday								▉	▉	▉	▉	▉	▉	▉	▉	▉	▉	▉	▉					
Thursday								▉	▉	▉	▉	▉	▉	▉	▉	▉	▉	▉	▉					
Friday								▉	▉	▉	▉	▉	▉	▉	▉	▉	▉	▉	▉					
Saturday																								

COVERAGE TYPE	
Standard	
After Hours	

- Standard Coverage Monday to Friday from 7AM to 7PM Eastern
- After hours Monday to Friday 7PM to 7AM and Weekends
- Two hour response time on after hours requests
- Excludes CAT Holidays

For more information on CAT's JDE solutions and services, visit:
www.catechnology.com

We would love to hear from you.
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