Managed Services
JDE EnterpriseOne and World

DO YOU HAVE THE ANSWERS TO THESE CRITICAL QUESTIONS?

Are you able to meet your Application and Technical demands without dedicating a tremendous amount of IT resources?

Need help with Small Projects or Training?

Do you need to free up precious IT resources from mundane CNC tasks?

Are you properly monitoring and maintaining your JD Edwards infrastructure?

Is EDI Services included in your current Managed Services Offering?

Do you have all the aspects of JDE support covered? JDE development, application, technical and EDI support?

ORACLE Gold Partner

Finally, a Managed Services program that provides you with peace of mind for both your JDE and EDI needs. Become one of the companies that is gaining a competitive advantage from streamlining their support programs through CAT's combined Managed Services Programs.

With CAT's services, you'll be able to reduce costs throughout your entire organization because you're supported by one company that covers both JDE and all your EDI issues. Best of all, customer satisfaction increases because you can focus your time on the strategic goals that move your business forward.
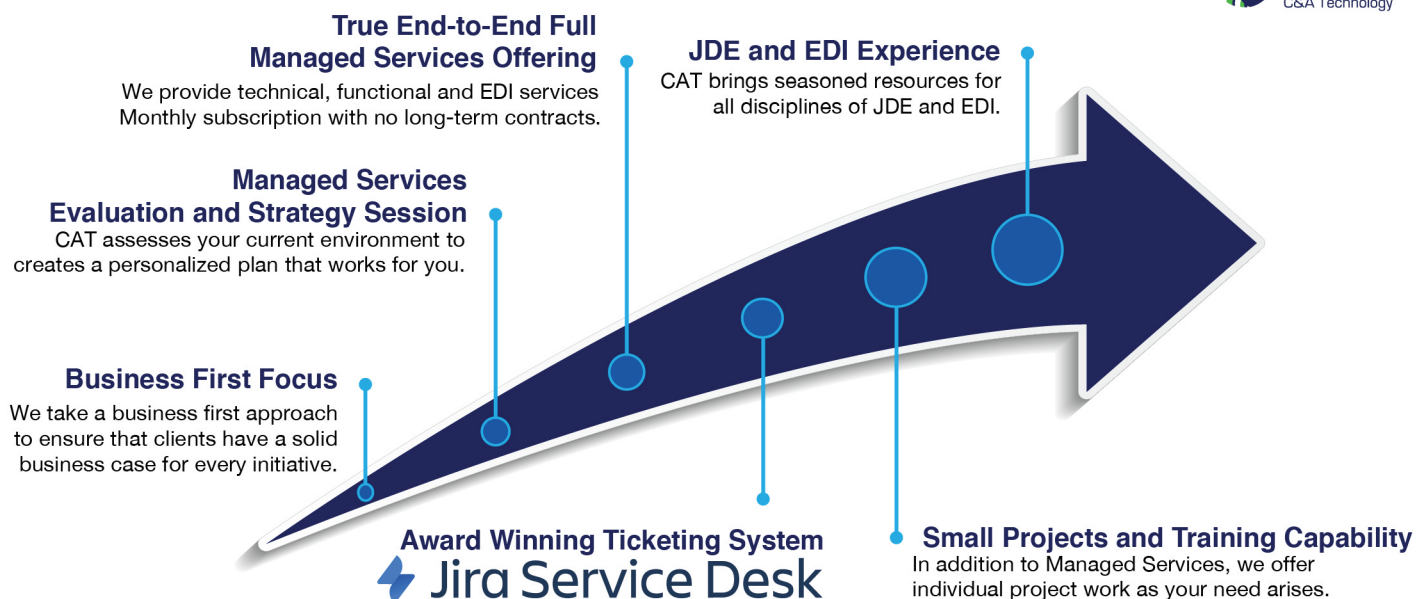
JDE MANAGED SERVICES

Get complete value with CAT's Managed Services, a true end-to-end Managed Services offering. Monthly subscription with no long-term contracts.

- **CNC Administration** – Proactive scheduled maintenance to free up your IT staff. Our ad-hoc services allows you to submit support tickets for one-off issues.

- **Issue Management** – CAT uses Jira ServiceDesk to manage and maintain support tickets. Jira allows for configurable SLA's to meet your business requirements. Real-Time tracking and visibility to your most critical issues.

- **EDI Managed Services** – CAT provides a turn-key solution to EDI. New Partner on-boarding, project management from our Coordination pillar. Full Mapping and translator support for the major on-premise translators. We provide JDE/EDI support from inbound through outbound System 47.

- **Application Support** – We provide full application support for JDE. Have a small project that needs done, we have that covered as well as on-line training and development support for JDE Objects, UXOne, BSSV, and Orchestrator.

WHY CAT FOR JDE MANAGED SERVICES?

True End-to-End Full Managed Services Offering
We provide technical, functional and EDI services Monthly subscription with no long-term contracts.

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

Managed Services Evaluation and Strategy Session
CAT assesses your current environment to creates a personalized plan that works for you.

Business First Focus
We take a business first approach to ensure that clients have a solid business case for every initiative.

Award Winning Ticketing System
⚡ **Jira Service Desk**

Small Projects and Training Capability
In addition to Managed Services, we offer individual project work as your need arises.

CAT JDE MANAGED SERVICES SUPPORT LEVELS

Priority	Description	Frequency
SEV1	Production Down	2 per month
SEV2	Cannot Process Business Transactions	20 per month
SEV3	Maintenance or New Business 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 JDE MANAGED SERVICES 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	(green)
After Hours	(light blue)

- 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 JD Edwards products and services, visit:

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🌐 www.catechnology.com

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