



EDI Managed Services

Taking your JD Edwards Support to the **Next Level**

DO YOU HAVE THE ANSWERS TO THESE CRITICAL QUESTIONS?

Do you have the technical skills and time to deal with your customers EDI requirements?

Is your current support system meeting your customer demands?

Is EDI an after thought or have you thought how to use EDI strategically?

Who is taking care of EDI customer onboarding? Is the turnaround time and quality of the onboarding meeting your customer needs?

Do you have all the aspects of your EDI solution covered? EDI translation, mapping and JDE functional support?

Is your customer service being effected by your inability to provide and support full service EDI onboarding and execution?

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

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For more information on CAT's JD Edwards products and services, visit:



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