

Managed J.D. Edwards CNC Services

NEVER WORRY ABOUT CNC ISSUES AGAIN!!

Get the Industry's most experienced CNC consultants to Proactively Monitor & Support your OneWorld / EnterpriseOne Architecture for a flat monthly fee!

When you call or email us you're not calling or emailing a bunch of 'response line' rookies - **All Service Levels include a Single Primary Contact** and a backup Secondary Contact so when you contact us you are communicating directly to your dedicated support person!!

We provide remote OneWorld / EnterpriseOne CNC / Technical support that will cover your Day to Day OneWorld administration to ensure a **Stable, Error Free and Well Performing System.**

Hiring full time, on-site staff is expensive, and it is not foolproof. You expend a lot of time, energy and money into finding just the right person, and then you never know just how long they will stay.

After that you still have to pay

- Salary
- Bonuses
- Benefits
- Training (J.D. Edwards & Database)
- Administration costs
- Vacation Days / Holidays
- Sick Days/ Personal Days
- Equipment and Expenses

Taking into account a 2 year + average learning curve to truly become an 'experienced' CNC resource, you may still end up dealing with a lot of lost productivity across your enterprise during their learning curve.

STOP THE MADNESS!!

Utilizing a team of J.D. Edwards CNC experts, **each** with over 6 years of OneWorld CNC experience, we can support any infrastructure remotely!!

Our Resources Have Seen It All

What may be a complex, once a year issue to your internal resource, is a weekly task for us.

- **All supported platforms and databases**
- **No Architecture Too Large, Too Small, or Too Complex**

CNC SERVICE OPTIONS

There are 4 Levels of service available with terms ranging from 6 months to 3 years.

- Enterprise Silver Support
- Enterprise Gold Support
- Enterprise Platinum Support
- Enterprise Platinum Plus Support

All Service Levels include Basic OneWorld / EnterpriseOne System Monitoring as outlined below. This is a 24x7x 365, automated, email enabled, notification service that requires a Client side Network Email Account. When a threshold set by you and your support person is breached, your dedicated support contacts are immediately notified by Email. They will either correct the problem or make recommendations and outline your options to help you determine the next steps.

Basic OneWorld / EnterpriseOne System Monitoring Includes

- Actively Monitor OneWorld Disk Space Utilization
- Actively Monitor OneWorld Services
- Long Processes in Wait (Outstanding Requests)
- Long Running UBE's Flagged
- Monitoring Enterprise Server Logs for Errors

ENTERPRISE SILVER SUPPORT

Enterprise Silver Support includes these CNC Functions

7 AM – 7 PM US CST Monday thru Friday (Less Client / US Holidays)

- Basic OneWorld / EnterpriseOne System Monitoring (See list above for what this includes)
- Data Source Maintenance
- Fat Client Administration
- Installation & Operational Configuration
- Menu Maintenance
- OCM Mappings
- OMW Maintenance / Object Change Management
- OneWorld / EnterpriseOne Error Resolution
- OneWorld / EnterpriseOne Performance Tuning
- OneWorld / EnterpriseOne User ID Maintenance
- OneWorld / EnterpriseOne User ID Security*
- On-site Consulting** (Up to 8 Hours per Quarter)
- Package Builds (limit 1 every 2 weeks)
- Package Management
- Path Code & Environment Maintenance
- Submitted Jobs Maintenance
- Terminal / Citrix Services Setup & Maintenance
- Troubleshooting***
- Version Administration
- WebSphere Administration related to OneWorld / EnterpriseOne****

ENTERPRISE GOLD SUPPORT

Enterprise Gold Support Includes

All of Silver

24x7x 365 (Less Client / US Holidays), plus

- ASU & ESU Installation*****
- OneWorld / EnterpriseOne Service Pack Installation*****
- OneWorld / EnterpriseOne Updates*****
- OneWorld / EnterpriseOne Upgrades*****
- On-site Consulting** (Up to 24 Hours per Quarter)
- Oracle / SQL / DB2 Database Tuning
- Package Builds (limit 1/ week)
- WebSphere Upgrades

ENTERPRISE PLATINUM SUPPORT (Intel Platform Only)

Enterprise Platinum Services Include

All of Gold, plus

- 24x7x365 OneWorld/EnterpriseOne Hardware Health Monitoring
- Hardware Health /Trend Management and Reporting
- On-Site Consulting** (Up to 40 Hours per Quarter)

ENTERPRISE PLATINUM PLUS SUPPORT (Intel Platform Only)

Enterprise Platinum Services Include

All of Platinum, in addition, it includes

- 24x7x365 OneWorld/EnterpriseOne SQL/Oracle Health Monitoring
- Both Database and Hardware Health /Trend Management and Reporting

Services provided on a Time and Material basis include:

- Additional Package Builds and Deployment Beyond service Level Chosen
- Additional Support that is often required for Heavily Modified Environments
- Disaster Recovery / High Availability Planning & Implementation
- Hardware Upgrades
- Non Supported or 3rd Party Hardware / Software Issues
- OneWorld/EnterpriseOne Application Security Work Bench Designs
- Platform / Architecture Configuration Changes
- Special On-Off Requirements associated with J.D. Edwards HR/Payroll
- Superfluous Support and/or Training of Non ESI Personnel
- System Configuration and Baseline Auditing
- Work Performed on Legal Holidays as recognized by the Client or US Holidays if client outside of US.

Services that are NOT Covered under any of these Service Levels Include

- Backup /Recovery / Disaster Recovery Administration
- Database Administration
- Desktop Administration
- Hardware Administration
- Network Administration
- Network Security
- OS Administration
- Extranet / Firewall Security

CLIENT REQUIREMENTS

In order to provide these services on a remote basis we require and assume that the following is true

- 1) All Hardware and Software Meets PeopleSoft's / J.D. Edwards Minimum Technical Requirements (MTRs)
- 2) Client will provide an email account and a dedicated workstation for our use only as per the MTR of a OneWorld / EnterpriseOne Development Workstation and enough disk space for all Required Path Codes
- 3) Client will purchase and utilize GO TO MY PC for remote connectivity for duration of contract
- 4) Client will provide us with full after hour contact information for at least 2 people
- 5) Client will purchase & deploy any additional 3rd Party Hardware / Software necessary to fulfill this agreement

IMPORTANT NOTES

All Services are done remotely for all Levels of Service except when client requests On-Site Support

Expenses related to this agreement including Travel are not covered under this agreement and will be billed separately

Platinum Services are for Intel based system only & utilize 3rd party tools that must be installed on the servers – there is a one time administration and set-up fee associated with utilizing these tools and minimum contract is 12 months. Enterprise Hardware is defined as Intel Enterprise Server – Additional Servers are extra.

*OneWorld / EnterpriseOne Security coverage is for standard User ID Security not Security Work Bench

** On-Site Consulting is optional and must be scheduled per availability. Travel related expenses and additional on-site hours above agreement will be billed separately as per Contract terms.

*** Troubleshooting is included for all issues effecting your OneWorld / EnterpriseOne Implementation however problems deemed to be related to Hardware / Network infrastructure including all items listed under the sections 'Services that are not covered' and 'Time and Material Services', PeopleSoft / J.D. Edwards Programming anomalies, or issues related to Non-Enterprise Solutions Inc. Installations will be billed at our standard hourly rate and not covered under this agreement.

**** All installations utilizing WebSphere will be charged an additional Monthly Fee

***** Heavily Modified Environments may incur time and material charges for ASUs, ESUs, Service Packs, Updates, and Upgrades

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