



## ERP Support & Managed Services

Move beyond traditional support and unlock maximum value from Oracle JD Edwards



# Unlock the potential of JD Edwards

We deliver world leading, premium support and managed services that unlock the full value of JD Edwards. We enable your business to move past traditional maintenance and evolve in the areas that provide real value, to help you achieve your business goals.

- ✓ Dedicated Support, Personalised to your Business
- ✓ Simple and Predictable 'Per User' Costs
- ✓ 24/7/365 Total Support for JDE and 3rd Party Applications
- ✓ Established, Trusted and Certified Support

## Dedicated Support, Personalised to your Business

To unlock value, we get to know your business inside out. Our expert support specialists are dedicated to the success of your business and our approach ensures close, personal relationships with named support specialists who have an innate knowledge of your local region.

## Simple Pricing Structure, Predictable Costs

To keep it simple we charge an agreed amount (a subscription) per user / per month. This ensures predictable costs and if you need support for more, or fewer users it's not a problem – our support evolves at every step with your business needs.

## 24/7/365 Total Support

Whatever or whenever the issue, your users are supported. Our approach ensures immediate access to a single point of contact, enabling complete support for JD Edwards and all 3rd party applications within your business.

## Established, Trusted and Certified Support

Redfaire Global Support are trusted by global organisations, leading consumer brands, and mid-market companies from a wide range of industries. With our ITIL based processes and ISO27001 certification, our commitment to quality enables a strong and successful partnership with our clients.

# Our ERP Support Services

Functional and technical support packages for JD Edwards World, OneWorld and EnterpriseOne products and releases.

## A. Kinetics Total Support



Unlock Value through our Fully Managed Service

**For CIOs and CFOs who need premium JD Edwards support, Kinetics is the Support package that enables them to maintain and unlock maximum value from JD Edwards.**

Kinetics is ideal for businesses that don't have any in-house IT support for some of their JD Edwards business applications. We take total ownership of your JD Edwards infrastructure and all 3rd Party integrations, supporting the entire user experience. We aim to unlock the real value of your existing JD Edwards release, and help you plan to upgrade at the time to suit your business needs and budget. Our proactive and multilingual team remotely manages, supports, monitors, and resolves any incidents that occur within your business. We also provide technical management of your JD Edwards infrastructure, application and customization, end user training and end-user support.

Technical and application helpdesk support for the full range of JD Edwards applications and releases:

- ✓ EnterpriseOne Releases: 8.9, 8.10, 8.11, 8.11SP1, 8.12, 9.0, 9.1
- ✓ OneWorld Releases: B7332, Xe, 8.0
- ✓ World Releases: A7.3, 8.1, 9.X and all CUM Levels



## B. Lifeline



Complement your internal 1st line support team

Lifeline - Our Lifeline support service is ideal for businesses who have an in-house JD Edwards Support team. Designed to complement your internal resources, Lifeline provides fast access to multi-skilled specialists who deliver expert technical and application support services. Lifeline provides unlimited access to premium support delivered by multi-skilled technical and application specialists who often speak the customer's language.

"Redfaire is not just a supplier to us, but a strategic partner. Thanks to Redfaire's outstanding support of our Oracle ERP system, and their technical know-how around Cloud, we have an extremely cost-effective and user-friendly ERP system. With Redfaire looking after our ERP system, we know that we are in safe hands, issues get resolved quickly, efficiently and with no hassle."

Keith Frimley, IT Director, Pizza Hut Restaurants



# Redfaire Global Support - at a glance

## Guaranteed Quality

We provide comprehensive and easy to understand Service Level Agreements (SLA), with a guaranteed response and resolution time. Close relationships with your support team and monthly reporting provide complete transparency and guaranteed quality.

## Continuous Improvement & JDE Support Knowledge Base

Through reporting and analysis we help you identify trends to ensure continuous improvement. Over time, common incidents are linked to problems forming a knowledge base, which helps resolve known issues quickly.

## Global Knowledge & Expertise

Our multilingual team can help you resolve bugs and issues in your language. With innate knowledge and experience of your local region we provide country-level support for software configuration, process, language and compliance issues.

## Strong Methodology

Our processes are flexible and designed to complement your business. You can leverage our ITIL based processes, and also benefit from working with an ISO27001 certified company who place data security at the heart of service delivery.

## Experience in your industry

We also have deep knowledge of specific industries and use these insights to help your business achieve more success.



Food & CPG



Wholesale Distribution



Construction & Engineering



Fashion & Apparel



Industrial Manufacturing



Commodity Trading



## Cloud & Hosting Solutions

### Move your JD Edwards applications to the Redfaire Private Cloud

Redfaire Global Support can help you find the best solution for your business be it, public, private or hybrid cloud. You can opt for a JD Edwards SaaS solution or JD Edwards Platform as a Service (PaaS), where Redfaire will provide a service credit guaranteed JD Edwards infrastructure with a 100% uptime.

# Unlocking Value

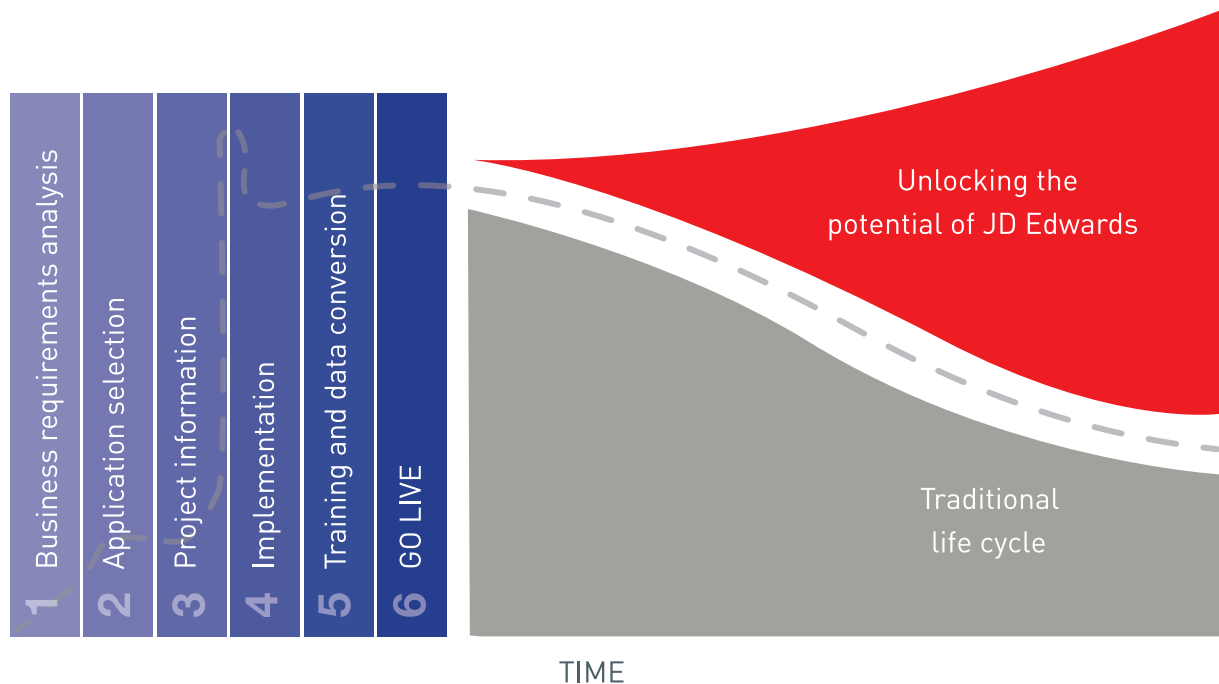
The challenge for most CIOs is how to leverage an IT budget to at least maintain value and ideally, to enable positive and valuable change within the organisation. We enable our customers to move beyond 'traditional' support and help them unlock maximum value from their JD Edwards investment.

As well as delivering the comprehensive, premium support that your business requires, Redfaire Global Support provides strategic technology advice to help your business evolve. We are innovative, take total ownerships, and aim to find opportunities to support your business in better and more cost effective ways.

You need a partner that is going to support your business on the bottom line, and Redfaire Global Support take you a step further - we are a close partner who aim to provide top line improvements to help your business achieve its goals.

“Our customers value the sense of security that comes from knowing that we'll help them 'keep the lights on' and that we are committed to helping them unlock latent value in their Applications. We help our customers to continuously create value.”

Christian Fronteras  
Managing Director  
Redfaire Global Support





From the start in 1998, **Cadran Consultancy** is specialized in implementing, supporting and hosting ERP systems focusing on wholesale/distribution, manufacturing and commodity trading companies.

We are Oracle Gold Business Partner and reseller and our ERP portfolio consists of Oracle JD Edwards, Oracle Cloud and Oracle NetSuite.

In the Benelux we serve more than 80 customers with a team of 50 experienced functional en technical consultants. With our ERP Support & Managed Services offering, we give our customers total peace of mind through named support specialists and 24/7 availability at a fixed price/user/month.

Cadran is co-founder of **Redfaire International**, a joint venture of 9 international Oracle ERP consultancy organizations with more than 750 ERP specialists combined, present in 22 countries. As such we are able to serve our international customers with multi country implementations, roll outs and support.

#### **Cadran Consultancy**

De Beek 7, 3871 MS Hoevelaken, The Netherlands  
P.O. Box 208, 3870 CE Hoevelaken, The Netherlands  
+31 (0)33 24 71 599  
info@cadran.nl



**Redfaire International** is a joint venture of 9 Oracle ERP partners. We help you achieving your goals by implementing solid Oracle ERP systems. Oracle recognizes us as Platinum Partner for our deep industry expertise in selected verticals. Our team of 750 consultants, based in 22 countries, is ready to solve any ERP challenge. We also provide 24x7x365 helpdesk support & managed services to ensure optimal system performance and user productivity.

#### **Redfaire International**

De Beek 7, 3871 MS Hoevelaken, The Netherlands  
P.O. Box 208, 3870 CE Hoevelaken, The Netherlands  
+31 (0)33 24 71 598  
info@redfaireinternational.com  
www.redfaireinternational.com

