

# Transform Your JD Edwards ERP System into a **Business Enabler**

## Get More Value

CSS Managed Services provides strategic value so you get more out of your JDE system to support streamlined business processes, making your entire organization more efficient. Our consulting experts serve as an extension of your team that drives competitive advantage through improved business process, industry best practices, and Oracle expertise.

CSS Managed Services reduces ERP support costs and turnaround time through functional design & configuration, programming & development, testing, and training, as well as day-to-day CNC & sysadmin support.

## Resources When You Need Them

We provide experienced & talented consulting resources covering all major JDE applications and technical areas. Your functional and technical team members are flexible, rapid, responsive, multi-threaded, and all have backup personnel. Our 24x7 System Monitoring and Emergency CNC Response options reduce your downtime.

**UP TO 30%**  
DECREASE IN  
OVERHEAD COSTS

## CSS Managed Services

Reduces Costs	Minimizes Recruiting
Adds Flexibility	Lowers Risk
Improves Support	Increases Efficiency
Accelerates ROI	Decreases Overhead
Increases Capacity	

## CSS Managed Services Includes:

- Functional Applications Support
- Mobile Applications
- Configuration & Setup
- Process Improvement/Optimization
- Unique Industry Needs/Practices
- New Products, Services
- Markets Support
- Training & Documentation
- Staff Augmentation
- Merger & Acquisition & Rollout Support
- Month/Year End & Audit Support
- Open Enrollment Support
- Help Desk
- Troubleshooting, Analysis, Reporting
- Critical Issue Resolution
- Cnc System Administration
- 24X7 System Monitoring
- 24X7 Emergency Response
- Package Builds & Deployments
- Patches & Esu's
- Tools Upgrades
- Application Upgrades
- Hosted Systems Management
- Security
- Programming & Development
- Reports & Forms
- Systems Integrations
- Data Conversions
- Extensions & Enhancements

**82%** OF OUR TOTAL  
SUPPORT EFFORT IS  
FOR IMPROVEMENTS

“ Having CSS' Managed Services has enabled us to continue to support our organization and refine how we're leveraging our ERP, even with limited in-house support staff.

- Brooke Peters, Manager IT & IS, Bayer Healthcare Animal Health

## 1 BASIC

Help when you need it.

Our simplest package, Basic provides Help Desk, and routine System Administration & Preventative Maintenance CNC support services.

## 2 MANAGED

Partnership for growing organizations.

Our Managed package maximizes your investment in your Oracle JD Edwards ERP System. We'll not only take care of your support request tickets, but will also work as an extension of your team to create strategies and provide feedback on everything that's happening in your system.

We'll help you:

- With design and development work
- Fulfill project needs
- Create an ERP and Cloud strategy
- Optimize your business processes

## 3 STRATEGIC

Push the limits of your system to get maximum value.

Challenge what's possible and how quickly you can move. CSS guides you with combining industry expertise with deep technical acumen to improve business results.

Our Strategic package provides everything above, plus:

- Innovation services
- Long-term ERP strategy, Cloud strategy
- Application portfolio planning
- The latest functionality
- system upgrades
- Accelerated ROI

	Basic	Managed	Strategic
Help Desk Service (M-F)	✓	✓	✓
Application Health Check	Annual	Semi-Annual	Semi-Annual
Project Rate Discount	5%	10%	15%
Onsite BA Support* (per year)		10 business days	20 business days
Annual Tools Release Updates		✓	✓
24/7 CNC Support		✓	✓
Proactive System/Server Monitoring		✓	✓
Priority/Preferential Scheduling		✓	✓
Annual Software Updates			✓
OS/DB System Admin			✓
Application Enhancements Hours per Quarter		150 hours	300 hours
UX Improvements per Year <i>Select from Watchlists, Form Personalizations, E1 Pages, Landing Pages, Saved Queries, Notifications, Mobile Applications</i>		Up to 20	Up to 40
24/7 Functional Support			Optional Add On

\*Travel costs not included

\* Limited to non-iSeries or Power Series systems

See How Managed Services Can Improve Your Business