

Significantly Reduced TCO for a JD Edwards Managed Services Contract

Implementing effective ERP managed services to maintain uninterrupted, high-quality support at significantly reduced costs

SenecaGlobal has established formal managed service support processes and world-class organization for their JD Edwards (“JDE”) ecosystem.

SenecaGlobal worked closely with the client to assess, prioritize and rationalize their JDE environment. The result is a better fitting team, reduced ticket volumes, and state-of-the-art processes – all at significantly reduced annual costs. This new organization combines solution architects, technical engineers, and other key personnel into a 24/7 support team. The combined team fully and efficiently supports the entire JDE ecosystem, which includes over 13 edge applications, a high-volume interface to SAP, and a sophisticated scheduling and monitoring tool.

HOW WE REDUCED OUR CLIENT’S INTERNAL COSTS BY OVER 30% ANNUALLY:

SenecaGlobal uses a strategic staffing support model to significantly decrease overall personnel costs. Specifically, we employ highly cross trained team members who cover an exceptionally broad range of issues – resulting in stronger and more efficient staff utilization.

- Established more effective and broadly defined technical roles to include more highly skilled resources
- Staffed those new roles with world-class SenecaGlobal personnel
- Re-assigned existing legacy client team members to other, more productive role and APIs to enable user authentication and payment and settlement services or transactions
- Ensured team included members expert in CNC technical skills
- Assigned a dedicated client program manager to oversee and drive new efficiencies
- Achieved a new team half the size of the legacy team, with significantly improved results and metrics

THE SENECAGLOBAL SOLUTION:

SenecaGlobal used best practices for the technical stabilization of JDE to create increased performance and decreased user issues. Specifically, we perform “root cause analysis” to correct fundamental causes of issues, rather than just apply temporary fixes. We utilize our technical tool kit to work with the client’s technical and security leads to:



Meeting Today’s Support and Cost Challenges

Our client is a leading manufacturer and distributor of high quality private label packaged foods and beverages. They proudly sell into consumer retail markets as well as restaurants and other institutions. They have more than forty production facilities across the United States, Canada, and Europe.

- Upgrade JDE tools and apply ESUs
- Schedule maintenance activities
- Monitor the integrations and the JDE web application
- Review and resolve zombies, kernels, and job logs
- Balance loads based on regular performance checks
- Update security and user account management
- Perform audit and compliance reporting

These changes have resulted in significant decreases across high/critical priority issues and the overall number of issues reported.

KEY TOOLS USED:

- Service Now – for ticket processing, and hourly, daily, and weekly status reports
- DSI – for manufacturing and plant-based operations
- Automic UC4 – to manage workflows, scheduled activities, and notifications
- AllOut Security – to manage user security roles and/or responsibilities in JDE

For all of our clients, SenecaGlobal offers a JDE managed service support model that provides seamless collaboration between our resources to fulfill their ERP support needs. This covers all business-critical operations required to ensure effective and continuous delivery of services and products. We offer a dynamic portfolio of IT services which are selected according to the specific organization and skill set, including:

- Basic support services
- Predefined service selections customized for the organization
- Application extensibility for digital transformation
- 24/7 help desk services
- Development and application services
- End-to-end IT support
- Significant annual maintenance cost reduction

Bottom Line:

We worked closely with our client to implement a JDE managed service model which aligns with their budget constraints, progressive ERP plans, and future digital transformation projects. We continue to receive positive feedback for our team's knowledge, efficiency, and response time. We have leveraged our security and user account management skills to ensure robust adherence to audit and client compliance regulations. We received the below feedback from the senior security officer after only 30 days of primary support.

"The SenecaGlobal team performed all the steps to add new users to JDE, to update access for existing JDE accounts, and removed terminated JDE users from the system. They have proficiency with AllOut as well, which is very good. I am confident that they are more than ready to take over these tasks."



About SenecaGlobal

Founded in 2007, SenecaGlobal is a global leader in software development and management. Our services include custom software development, quality assurance and testing, security, operations, enterprise cloud and managed services, help desk, technology advisory services, and more. Our agile team consists of world-class information technologists and business executives across industries, ensuring that we provide clients with a strong competitive advantage.

SenecaGlobal has three office locations throughout the world, with headquarters in Chicago, Illinois, a state-of-the-art software development and management center in Hyderabad, India, and a regional office in Atlanta, Georgia that collectively employ over 250 associates. We are certified as a Great Place to Work®, and we are ISO 9001 certified for quality and ISO 27001 certified for security.

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