



CNC SUPPORT PLAN

Is your JD Edwards system not performing as your business demands? Do you spend endless nights recovering from system crashes? Do you feel you have no one to turn to if anything fails? Do you feel you don't have enough resources in-house to support all of the systems?

Solution

Oracular's CNC Support Plan is a continuous proactive maintenance plan. The purpose of the plan is to address CNC (Configurable Network Computing) maintenance activities in a scheduled manner. This will allow customer to keep their JD Edwards system running efficiently and address any critical issues as they arise. Oracular's support plan includes periodic maintenance and on-demand help desk support. Based on the customer's needs, optional activities can be selected and scheduled for the entire year. These activities could be completed remotely and/or on-site.

Oracular Pro-Active CNC Support

A) Initial CNC Assessment

- Our consultants will conduct the following activities on-site:
- Overall review/understanding of client's CNC architecture.
 - Document system

B) Monthly CNC Review

- The consultants are committed to prepare the following deliverables:
- Review general performance
 - Identify database bottlenecks
 - Review performance concerns
 - Monthly performance report

C) Helpdesk Support

- The consultants are committed to prepare the following deliverables:
- Initial call response
 - Route call to appropriate resource
 - Call back in agreed upon service levels
 - Critical - same business day
 - Non-critical – next business day
 - Assess problem

Optional CNC Activities

- Enterprise Server Maintenance
- JAS Server Maintenance
- Deployment Server Maintenance
- Terminal Service Maintenance
- Package Management
- Software Updates (ESU's, ASU's)
- User Profiles Maintenance
- End User Requirements
- Tools Release Update
- Object Management (Projects, Promotion)
- Web Object Generation
- Data/Environment Refresh
- Data Purge / Archive

