



JD Edwards Continuous Delivery with Managed Services

DATA SHEET



ORACLE Platinum Partner
Cloud Select
North America

KEY BENEFITS

- Faster upgrades
- Frequent enhancements
- Lower costs
- Shorter time-to-value cycle
- Minimize risk associated with major releases
- Integrated managed services
- Minimize customizations
- Cloud experience
- Customer-driven enhancements schedule

CONTINUOUS DELIVERY: MORE CHOICE. MORE CONTROL.

Customer expectations about adopting new functionality have changed. Cloud-based apps and smartphones add new features almost weekly. With JD Edwards Continuous Delivery, customers now receive timely product innovations that support their business needs, without the cost and potential disruption of a major upgrade. Customers no longer have to wait years for major updates—they control the tempo. These incremental enhancements are easier to consume, enabling customers to shorten time-to-value cycles and experience Cloud functionality while still leveraging their on-premise investment.

The approach helps reduce the cost, time, and risk of installing changes as major releases by allowing for more incremental updates from JD Edwards to the applications you have in production.

SUPPORT MODEL

With the best project field teams in the business, CSS will help you upgrade to 9.2. Then once you're there, CSS Managed Services keeps your system code current with the Continuous Delivery model while extending your team's internal capabilities, providing emergency support and filling in gaps in specialty skills. Best of all, Oracle's Continuous Delivery model means 9.2 customers receive enhancements and extended support through at least October 2028. Your organization receives the the benefits of rapid Cloud innovation without losing autonomy or substantial investment in JD Edwards.

The CSS support model includes:

- Enhancements analysis and fit for your organization
- At least 1 Tools upgrade each year
- At least 1 major ESU each year
- Custom code retrofits
- Testing, documentation and training
- Functional and technical support
- 24/7 access to JD Edwards consultants

CSS is the largest JD Edwards system integrator in North America. We've been a trusted provider of consulting services for more than 20 years. CSS's Managed Services is a complete, turnkey support service staffed by our most senior US-based employees who are focused on JD Edwards. You have our attention. 24/7. Oracle is investing in JD Edwards. Let us help you drive value to your business by staying code current on the world's most trusted ERP solution.

