

# Rimini Street Support for JD Edwards

## All Product Lines Supported

## All Components and Release Versions Supported

### Supported System Components

- BI Publisher
- Crystal Reports
- E1 Forms Design Assistant, Table Design Assistant, Table Conversion and all other JD Edwards tools
- Event Rules, Named Event Rules, C Business Functions
- JD Edwards Kernels
- Object Configuration Manager
- Object Management Workbench
- Performance Tuning
- Red Stack/Blue Stack
- Scheduler
- Security
- World: World Writer, Dream Writer, Financial Report Writer and all other JD Edwards tools

### Key Benefits

- Extend the life and reduce the TCO of your investment
- Receive ultra-responsive support, including support for customizations at no extra charge
- Eliminate forced upgrades yet preserve the flexibility to upgrade when you see clear ROI
- Fund innovation and drive business growth with savings of up to 90 percent of your total maintenance costs

## Maximize the Value of Your JD Edwards Application While Adding New Features and Capabilities

### Product Support Overview

Rimini Street replaces Oracle support for JD Edwards. Improving support SLAs and delivering significant cost savings, we provide a higher value service offering and upgrade flexibility. All Oracle® JD Edwards World, OneWorld and EnterpriseOne releases, as well as World and EnterpriseOne coexistence environments are supported. Rimini Street employs a seasoned team of experts for Human Capital Management (HCM), Financial, Distribution and Manufacturing products. We also support Oracle BI Publisher, Oracle User Productivity Kit (UPK) and Genesis products used by many JD Edwards licensees.

### Business Challenges

Today's JD Edwards systems are stable and reliable, requiring much less support than earlier generations of enterprise software. Many customers are frustrated with forced vendor upgrades and lackluster service levels. Customers want the flexibility to continue running their stable on-premise JD Edwards systems without a forced move to the cloud.

### The Rimini Street Solution

Turning the multi-tiered vendor support model upside down, Rimini Street goes well beyond providing standard break/fix assistance. Each client receives personalized service from a senior-level Primary Support Engineer (PSE). In this way, clients have direct access to an expert with their first call. PSEs are available 24 hours a day, 7 days a week, 365 days a year anywhere in the world with an average response time of less than 5 minutes for critical issues. Clients benefit from software fixes and updates, support for customized code, and a team of experts who focus on interoperability challenges, roadmap planning and holistic security. Clients are able to continue running JD Edwards while adding new features using third party solutions that move the needle for their business.

*"What the savings from Rimini Street has allowed us to do is to take that money and reinvest into business intelligence and data platforms."*

**Brian Murphy**  
CIO  
Dean Foods

**More Information**

To learn more about Rimini Street Support for JD Edwards, visit [www.riministreet.com/services/products-and-releases-supported/jd-edwards](http://www.riministreet.com/services/products-and-releases-supported/jd-edwards)

**About Rimini Street**

Rimini Street is a global provider of enterprise software products and services, and the leading independent support provider for Oracle and SAP products. The company has redefined enterprise support services since 2005 with an innovative, award-winning program that enables licensees of IBM, Microsoft, Oracle, SAP and other enterprise software vendors to save up to 90 percent on total support costs. Clients can remain on their current software release without any required upgrades for a minimum of 15 years. Over 1,300 global Fortune 500, midmarket, public sector and other organizations from a broad range of industries rely on Rimini Street as their trusted, independent support provider.

**Support Program Comparison**

	Rimini Street	Oracle
Named, Regional Primary Support Engineer	■	
24/7/365 Support, Guaranteed 15 Minute or Less Response for Priority 1 Issues	■	
Customization Support	■	
Minimum 15 Years Support Guaranteed	■	
Security Advisory Services (Vendor-Neutral)	■	
Interoperability Support	■	
Strategic Application Planning, Functionality Mapping & Enhancement Analysis	■	
Named Global Account Manager for Each Client	■	
Onboarding & Archiving Services	■	
Application & Repository Fixes	■	■
Documentation-Only Fixes	■	■
Configuration Support	■	■
Operational Support	■	■
Installation & Upgrade Process Support	■	■
Global Tax, Legal & Regulatory Updates	■	■
CNC Managed Services (optional)	■	■

**Support Details**

*Statutory and Regulatory Requirements*

Rimini Street delivers the tax, legal and regulatory updates you need to ensure your JD Edwards applications remain compliant and up-to-date with the latest legislative changes. We offer global tax and regulatory capabilities across nearly 200 countries and have provided our clients with thousands of tailored updates.

*CNC Managed Services*

Rimini Street offers CNC (Configurable Network Computing) Managed Services for JD Edwards EnterpriseOne licensees. Clients using CNC Managed Services enjoy personal service from the same expert Rimini Street team that provides their day-to-day JD Edwards support. Services include system administration, development support, technical support services, reporting, and system monitoring and optimization.

*Interoperability Support*

Interoperability support includes strategic guidance to prepare you for potential infrastructure changes, as well as assistance with verifying certification on new platforms and resolving interoperability conflicts.

**Worldwide Headquarters**

3993 Howard Hughes Parkway, Suite 500, Las Vegas, NV 89169, USA Phone: 702.839.9671 Toll-Free 888.870.9692 [riministreet.com](http://riministreet.com) [linkedin.com/company/rimini-street](https://www.linkedin.com/company/rimini-street) [twitter.com/riministreet](https://twitter.com/riministreet)

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