

## Your JD Edwards Roadmap Options

### JD Edwards Software on Oracle Support

#### Challenges of a Vendor-Dictated Roadmap



96%

◀ The estimated profit margins Oracle makes on annual JDE maintenance and support<sup>1</sup>



Reasonable efforts will be made (by Oracle) to respond to Severity 1 service requests within one hour<sup>2</sup>

1 hour



3x

◀ The estimated increase in what it could cost to rip-and-replace existing JDE systems to Oracle Cloud<sup>3</sup>



No new tax, legal or regulatory updates for JDE customers on sustaining support

Zero



1

◀ The number of new major releases Oracle has shipped for JDE customers in the last 8 years<sup>4</sup>



That's when Oracle will end Premier Support for the latest release of JDE World (A9.4)<sup>5</sup>

2022



14-18 months behind

◀ The average number of months Oracle takes to create and deliver a security patch<sup>6/7</sup>



OR

### JD Edwards Software on Rimini Street Support

#### Support for the Business-Driven Roadmap



With Rimini Street, JDE customers save up to 90% on annual software maintenance and support per year

90%



10 minutes

◀ Guaranteed SLA for Rimini Street to respond to JDE customers for P1 issues (and our average time is <5 minutes!)

Country localizations developed for your systems. We code your year-end updates (W2 and 1099s (US), T2 and T4s (CA), and ensure they run in your system without issues.

Customized Tax, Legal, and Regulatory updates



100%

◀ Full support for custom code, regardless who wrote it or what needs to be done



One partner, one contract, one call to make for Level 3 support and Management Services for EnterpriseOne customers

1



#### Spend less money for better, more responsive support with Rimini Street

- Have the flexibility to keep the JDE software you already purchased, but still move to the cloud of your choice without ripping and replacing and paying 3x more
- A guaranteed response time SLA of 10 minutes (with <5 minutes on average) for critical priority 1 cases, and you (not your vendor) set the priority level
- Benefit from a dedicated primary support engineer with at least 15 years of JDE experience, and 24x7x365 support from a global team of equally experienced engineers
- The freedom to upgrade or never upgrade and still receive the same level of support for at least 15 years
- Prioritize enhancements you want to apply, without being forced to apply updates that don't add value
- Continue receiving exceptional support long after Oracle plans to eliminate Premier Support for products you paid for (e.g., JDE World A7.3 on IBM V7R3)
- Get support for all versions, starting with WORLD A5.2, OneWorld Xe, Coexistence and all EnterpriseOne releases

Talk to Rimini Street today about the future of your JD Edwards roadmap  
<http://www.riministreet.com/solutions/oracle/jd-edwards/>

<sup>1</sup> What To Expect From Oracle's First-Quarter Earnings, Sept 14, 2018 (<https://www.forbes.com/sites/greatspeculations/2018/09/14/what-to-expect-from-oracles-first-quarter-earnings/#6ff05ce03bc6>)

<sup>2</sup> Oracle Software Technical Support Policies, Page 22, "Reasonable efforts will be made to respond to Severity 1 service requests within one hour." <http://www.oracle.com/us/support/library/057419.pdf>

<sup>3</sup> "Why Oracle cloud is not state of the art" <https://earlyadopter.com/2019/10/17/why-oracles-cloud-is-not-state-of-the-art/>

<sup>4</sup> Oracle Lifetime Support Policy for Oracle Applications Guide (<http://www.oracle.com/us/assets/lifetime-support-applications-069216.pdf>)

<sup>5</sup> What Oracle ERP Customers Need to Know About Oracle Cloud Applications - Published: 29 March 2018 ID: G00348762

<sup>6</sup> Customer Service Scoreboard (<http://www.customerservicescoreboard.com/Oracle>)

<sup>7</sup> Security Takes the State at Oracle Industry Connect (<https://www.lightreading.com/security/security-takes-the-stage-at-oracle-industry-connect/d/d-id/731469>)