

Syntax Application Managed Services

Comprehensive Application Managed Services from Syntax

Finding, training and managing personnel to support business application software users are constant challenges faced by most organizations. Processes are constantly changing, something doesn't "look right," enhancements are requested, reports need to be written and personnel can turn over. Responding to all of this can strain your support staff, often limiting their ability to be supportive to your organization.

Application Managed Services (AMS) provides you with access to a Help Desk in order to assist with a broad range of application software issues that your organization encounters on a daily basis. Experienced JD Edwards personnel will deal with your questions and problems effectively, supported by an automated ticketing and escalation system.

Every organization requires a different level of support, based on its unique composition of size, staffing and complexity. The AMS program can be tailored to meet your organization's distinct requirements, and an onboarding process ensures that the Help Desk understands your environment when you call.

Build the Support Package That's Right for Your Business

How many hours per month do you need to deliver world class support to your internal customers? You tell Syntax what the number is and we will deliver. Regardless of the number of hours per month, Syntax AMS provides support for JD Edwards issues that arise on a daily basis, extending your organization's ability to fully utilize the system and helping to maximize the return on your software investment.

Do you have a report that doesn't balance? Need help understanding a processing option? The AMS Program also provides basic "how to" instructions, assistance for troubleshooting application problems and reporting code problems to Oracle, issue tracking and more.

This type of on demand expert application support can make a huge difference to your organization.



BEST OF THE BEST

- Top JDE Resources
- Deep Experience
- Oracle Recognized Specializations

BEST JDE EXPERTS

Oracle recognizes our expertise in JDE and has awarded Syntax with the #1 JD Edwards Upgrade Award for 2016.

BEST PROTECTION

JDE Staff Turnover and high cost of obtaining and training JDE Experts is a thing of the past.

300+

JD Edwards Customers

75+

JD Edwards Upgrades

70+

Net New
JD Edwards
Implementations

SYNTAX

MANAGED SERVICES

Consulting assistance included:

Can a new or changed business process be handled by JD Edwards processing options? Is an enhancement required? Need help finding the data to design a new report? Are users encountering difficulties that can be remediated by basic instruction or is training required? While it does not completely replace project consulting, remote ad-hoc consulting assistance is included.

Does this program replace the need for on-site consulting?

For ad hoc support – absolutely. However, if you are undertaking a new project or have a change that requires more than one day of service or on site support, you will be advised that you need to engage with your Syntax Account Executive.

JD Edwards EnterpriseOne products covered

- Accounts Payable
- Accounts Receivable
- Fixed Asset Accounting
- General Ledger
- Sales Order Management
- Advanced Pricing
- Inventory Management
- Manufacturing Management
- Shop Floor Control
- Product Data Management
- Product Costing
- Manufacturing Accounting
- Quality Management
- Requirements Planning
- Procurement Management
- Real Estate Management
- Project Costing

Questions on other modules will be accepted, but assistance will only be offered on a “best efforts” basis.

Syntax JD Edwards Offerings

- Cloud for JDE
- JDE Application Managed Services
- High Availability
- Syntax IaaS
- Disaster Recovery
- Syntax EnterpriseCare
- Rapid Recovery
- Syntax Security & Vulnerability Assessments
- JDE CNC Managed Services
- Syntax Remote Managed Services for On Premise Support



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**OPTIMAL EFFICIENCY
OF YOUR
JDE ENVIRONMENT**



Contact your Syntax Account Executive for more information

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