

# INFORMATION DELIVERS VALUE

## Effectively Manage Your JD Edwards Applications over the Entire Software Lifecycle



**ORACLE**  
ON DEMAND

Imagine getting the capabilities of Oracle's JD Edwards EnterpriseOne and JD Edwards World, managed by Oracle experts dedicated to keeping your software available, secure, and up-to-date. Imagine JD Edwards EnterpriseOne On Demand and JD Edwards World On Demand.

"If we hadn't partnered with Oracle On Demand, we would not have been able to sustain our system or add new functionality by extending the JD Edwards application suite."

**Mark Arend**  
Assistant Director, Finance  
Metropolitan Government of  
Nashville and Davidson County

### Oracle On Demand Services

- Infrastructure management
- Software management
- Service level management
- Security management
- IT governance
- Disaster recovery options
- Migration services
- Upgrade services

Customers today want to align information technology (IT) more closely with their businesses. They need to focus on what they do best, but are often hampered by the demands of their technology operations. Installing, managing, updating, and maintaining software; scaling that software to meet changing business requirements; hiring, training, and motivating qualified employees; managing security and compliance; ensuring system availability—all these things distract companies from their core businesses.

No wonder many companies are looking to Oracle to do more than provide them with software and support. They are trusting us to manage their applications so they can keep them available, secure, and up-to-date—and perhaps even more importantly—to give them access to the latest technology capabilities and innovations that support the issues that are strategic to their business.

Oracle On Demand for JD Edwards EnterpriseOne and JD Edwards World

software improves system availability, security, performance, problem resolution, and change management—all at a lower IT cost. This complete set of software management services allows your IT staff to focus on high-value activities, while Oracle experts use proven processes to keep your solutions up-to-date and running smoothly 24/7. Among other benefits, you get

- An outsourcing vendor with years of experience hosting JD Edwards applications
- Proven software management and change control services
- Improved availability and response times
- Continuous security updates that deliver the highest level of protection
- Compliance measures that are aligned with your business requirements
- Increased responsiveness to software issues
- Improved customer satisfaction and loyalty
- Visibility into core business issues that are impacting the bottom line

**ORACLE**

**Fact: Oracle On Demand offers a full range of disaster recovery options for JD Edwards customers.**



## Why Businesses Are Turning to Oracle On Demand

The integrated portfolio of JD Edwards applications dramatically boosts operational productivity and efficiency. Yet managing these applications is often a challenge for companies, for several reasons:

- Companies lack the IT resources to deal with implementation and maintenance—including patches, refreshes, and performance tuning—and updates of existing software
- Skilled IT personnel are difficult to find and costly to hire
- The capital tied up in IT could be better invested in more-strategic business ventures
- Many companies lack the infrastructure to support key requirements such as scalability, security, system and application monitoring, data recovery, and high availability

## Software Management

Given all this, who is better qualified to manage your Oracle software than Oracle? Outsourcing management of your enterprise applications to Oracle could keep your business running smoothly at a much lower cost. Because we leverage our experience with one customer across many, problems are solved quickly. Likewise, updates go swiftly because of the many times we've successfully accomplished them for other clients.

Oracle On Demand software management services are available for JD Edwards

EnterpriseOne and JD Edwards World, along with the underlying technology and infrastructure, and third-party products, all of which can be hosted in our data centers.

Alternatively, our remote applications management services enable you to leverage the software investments you have already made by relying on Oracle to manage JD Edwards EnterpriseOne or JD Edwards World applications at your own data center.

## Infrastructure Management

Co-location is an expedient, cost-effective, and secure solution for companies that own their own hardware and have the staff to manage the applications but lack sufficient facilities to support existing and/or future hardware requirements. Oracle On Demand offers solutions for infrastructure management that provide high service levels for a predictable and lower cost of ownership.

Infrastructure management for iSeries and Windows platforms can help you achieve your performance objectives and increase internal and external customer satisfaction while spending less time acquiring, deploying, maintaining, and monitoring your hardware, networks, and operating systems. With Oracle providing some or all of these assets, you can also reduce capital expenses.

## Disaster Recovery

Our disaster recovery offerings provide complete systems administration and monitoring to help companies plan for and recover from unplanned outages quickly.

These offerings are designed to reduce or even eliminate unplanned downtime for your production servers that support JD Edwards EnterpriseOne, JD Edwards World, and complementary products. Our services include options for backup elimination, disaster recovery, and high availability.

## Transformation and Migration Services

Oracle helps customers assess their current environments, costs, and requirements to provide a proven road map to migrate them to Oracle On Demand. And Oracle or authorized third parties can assist with migrations and implementation of new or additional Oracle products.

Getting up-to-date, adopting best practices for managing their software, and establishing a deep operational relationship with Oracle positions customers to protect their current investments in JD Edwards EnterpriseOne and JD Edwards World products, extend capabilities, and eventually evolve to Oracle Fusion Middleware.

You've made a strategic decision in selecting Oracle as your partner, and we are committed to your continued success.

## CONTACT US

To learn more, call **+1.866.264.5909** or visit [oracle.com/ondemand/](http://oracle.com/ondemand/)

Outside North America, visit [oracle.com/corporate/contact](http://oracle.com/corporate/contact) to find the phone number for your local Oracle office.