

# Oracle JD Edwards Application Managed Services

**Syntax's Oracle JD Edwards Application Managed Services provides improved performance and reduced operational costs for businesses using JD Edwards ERP software.**

## Why Syntax for Oracle JD Edwards

Syntax's Oracle JD Edwards Application Managed Services provides comprehensive and experienced support to companies that use JD Edwards EnterpriseOne or JD Edwards World. These services, delivered by a team of highly qualified subject matter experts, provide continuous monitoring, maintenance, and patching, assuring optimal performance and efficiency.

Syntax's JD Edwards Application Managed Services provide organizations with peace of mind by handling the day-to-day management of their environments, from application administration and technical support to system upgrades and security monitoring. This enables organizations to concentrate on essential business functions and innovation while leveraging the expertise of dedicated experts to maximize the value and effectiveness of their ERP investment.

30+ Years Supporting Oracle ERP	230+ Active Oracle Customers
10+ Oracle Competencies	500+ Oracle Certifications

Syntax Application Managed Services are applicable for all versions of JD Edwards EnterpriseOne and World. By delegating the management of your JD Edwards environment to seasoned professionals, businesses are able to improve system performance, strengthen system security, and free up internal resources to focus on strategic projects, all of which ultimately contribute to the success of their businesses.

## Key Features - Syntax Application Managed Services

- ✓ **24/7 Application Support** – addresses critical system issues and user inquiries, ensures continuous availability, and minimizes disruptions
- ✓ **Patch Management** – ensures your JD Edwards system is up-to-date and protected by the latest security fixes
- ✓ **Security Management** – implement and maintain security best practices, user access controls, and security patches
- ✓ **3rd Party Applications** - support for critical applications that are part of your ERP ecosystem
- ✓ **Performance Tuning** – system optimization that enhances performance, reduces response times and streamlines business processes, leading to improved efficiency
- ✓ **Application Monitoring** – proactive monitoring of the ecosystem to prevent problems before they escalate and impact business operations
- ✓ **Database Management:**
  - **Maintenance:** performance tuning and optimization
  - **Backup and recovery management:** data security and access control

## Technical AMS

- Monitoring & Alerting
- Logs & Messages
- Job Queue & Subsystem Control
- Server Cleanup & Maintenance
- Periodic System Restarts
- Backups & Recovery
- Vulnerability Mitigation & Patching
- Security Administration
- System Administration & Troubleshooting
- Performance Optimization

## Functional Managed Services

- Application Configuration
- Creating and Configuring New Type Versions
- Transaction Error Troubleshooting
- System Setup
- Troubleshooting Record Locking Issues
- Debugging Reports & Applications
- Modifying Existing Customizations
- Report and Application Design
- Interface Development (BSSV, AIS, Orchestrator)
- Issue Management - Tracking & Escalations

## Top Benefits - Syntax Application Managed Services

- ✓ Take advantage of the **vast array of support and help options** tailored to meet the requirements of each client company, regardless of the size or industry
- ✓ Enhanced Productivity - provides **effective and trouble-free operation** of JD Edwards systems including proactive processes to prevent downtime or disruptions in service
- ✓ Businesses **can ease the strain of system maintenance and support** and streamline their operations by outsourcing the management of their JD Edwards environment to a professional staff
- ✓ **Covers a wide range of functions** including application administration, technical assistance, system patching, security management, and performance optimization
- ✓ Features **subject matter experts with comprehensive knowledge** of JD Edwards applications, technical features, and best practices
- ✓ **Cost Savings** – and free up internal resources to focus on strategic projects
- ✓ **Managed by professionals who are knowledgeable** in JD Edwards and are current on the most recent technological developments and trends
- ✓ **Provides organizations with all-encompassing assistance** from highly trained professionals improving system performance and strengthening system security
- ✓ Features **adaptive engagement response**, taking proactive measures to prevent potential issues or reacting swiftly and effectively when challenges arise

## Additional Syntax Services for JD Edwards

Syntax can support your JDE solution with additional services to ensure continuity and functionality.

**Syntax EnterpriseCare®:** Proactive monitoring and alerting for JDE EnterpriseOne

**Encrypto:** JDE application-level encryption solution

**FraudID:** Proactive fraud monitoring for JDE

**ORACLE** | Service Partner

*Expertise in  
JD Edwards Applications  
to Oracle Cloud  
in North America*

**ORACLE** | Service Partner

*Expertise in  
CSPE: Oracle Cloud Platform -  
JD Edwards Applications to Oracle Cloud  
in North America*

**ORACLE** | Sell Partner

*Expertise in  
Oracle Cloud Platform  
in North America*

**ORACLE** | Sell Partner

*Expertise in  
JD Edwards EnterpriseOne  
in North America*



Syntax provides comprehensive technology solutions and trusted professional, advisory, and application management services to power businesses' mission-critical applications in the cloud. With over 50 years of experience and 700+ customers around the world, Syntax has deep expertise in implementing and managing multi-ERP deployments in secure private, public, hybrid, or multi-cloud environments. Syntax partners with SAP, Oracle, AWS, Microsoft, and other global technology leaders to ensure customers' applications are seamless, secure, and at the forefront of enterprise technology innovation.

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