

Syntax Application Managed Services for JD Edwards

Get 24x7 support, security, and optimization for JD Edwards EnterpriseOne from onshore-led, Oracle-certified experts—freeing your team for higher-value work.



- Run EnterpriseOne 24x7 without adding headcount
- Improve performance and stay current on key updates
- Free your team to modernize and extend JDE

Overview

The JD Edwards EnterpriseOne customers getting the most from their platform aren't just keeping it running, they're extending it with automation, AI, and modern data tooling. That work competes for the same people who handle daily operations, which is where Syntax comes in.

Syntax Application Managed Services takes the run-the-system workload off your team—monitoring, patching, troubleshooting, performance tuning, and functional support—so your team can focus on the work that moves the business. Our consultants are Oracle-certified, in-region, and backed by proprietary JDE monitoring tools built over decades in the EnterpriseOne ecosystem.

Services

Technical AMS

- 24x7 application support and monitoring
- Patch and security management
- Performance tuning and optimization
- Automated package builds and data refreshes
- Database administration
- Backups, recovery, and system hardening
- Vulnerability mitigation

Functional AMS

- Application configuration and setup
- Transaction error troubleshooting
- Report and application development
- Interface and orchestration development (BSSV, AIS, Orchestrator)
- Customization maintenance
- Issue tracking and escalation

Optional layered services: Syntax EnterpriseCare® for proactive JDE monitoring and alerting, Encrypto for application-level encryption, and FraudID for fraud monitoring—layered onto AMS as needed.



Benefits

- **Dedicated JDE specialists:** Named primary and secondary consultants plus a Customer Success Manager—specialist depth without large-SI overhead.
- **Onshore-led, global reach:** Onshore delivery with nearshore and offshore options, staffed to your time zone and scaled to your needs.
- **Built to extend, not just run:** A stable foundation that frees your team for modernization, AI-readiness, and the rollouts you've deferred.
- **Outcome-based partnership:** An SLA-backed, evergreen engagement where Syntax owns the operational risk and keeps delivering value.

Get started

Ready to hand off the day-to-day on EnterpriseOne?

Email us at hello@syntax.com



Why Syntax

Syntax provides comprehensive technology solutions and trusted professional, advisory, and application management services to power businesses' mission-critical applications in the cloud. With 50 years of experience and 900+ customers around the world, Syntax has deep expertise in implementing and managing multi-ERP deployments in secure private, public, or hybrid environments. Syntax partners with Oracle and other global technology leaders to ensure customers' applications are seamless, secure and at the forefront of enterprise technology innovation.

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