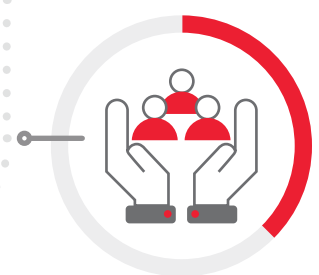


iSP³ Why choose us for your managed services?

Get the maximum value from your ERP.



CNC/Technical & Functional Application Managed Services can cut IT costs by approx.




40%

and double the efficiency of operations

Since 2001, we have been focused on delivering quality services and solutions to JD Edwards customers. Keeping your system up to date and working efficiently is a breeze with **iSP³'s CNC/Technical and Functional Application Managed Services**. With our fill your bucket approach, you get to stay one step ahead on your priorities while we give you support when and how you need it.

You'll get:

- A partner who actually runs JD Edwards internally and understands your needs
- A qualified, industry-trained, and up to date certified roster of expertise
- Direct contact with consultants supporting you for continuity purposes
- CNC on going maintenance to minimize JDE infrastructure downtime
- Functional support to resolve daily issues as they arise

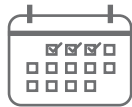
FILL YOUR BUCKET	PAY PER MONTH	PLAN AHEAD
Purchase a monthly bucket of Fixed Hours by area  <i>Example: 40 hours</i>	Monthly charge of \$5,600 <i>\$67,200 annually for CNC or Application Managed Services</i> 	"X" number of unused hours can be put towards project activities  <small>*Depending on number of committed hours</small>

Typical Agreement Example

We provide:

CNC Managed Services Including

- Daily Tasks
 - Review of system with performance monitoring
 - On-call for issues resolution



- Periodic Tasks
 - Transfer of Objects
 - Scheduled package build and deployment
 - OMW (Object Management Workbench) Maintenance



- As Needed Tasks
 - Minor menu & E1 Pages Management
 - Coordinate with infrastructure operations for operating system fixes and patches



- OCM mappings maintenance on all active environments
- Maintenance of Services Queues (JDEnet/JDEQueue etc)
- Performance analysis and tuning of JD Edwards Environment
- User and security maintenance

Application Managed Services Including

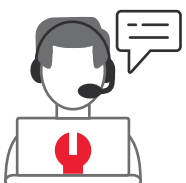
- Daily issues support
- Areas available:
 - Finance
 - Supply Chain
 - Maintenance
 - HR
 - Payroll
 - Time Entry
 - Manufacturing



We are extremely happy with their professionalism and appreciate the experience, flexibility, and availability of consultants to keep our system up to date and working efficiently.

CFO, PRETIVM RESOURCES

...And so much more! Contact us for a complete list.



Reach out to arrange for your JD Edwards Managed Services today.

(604) 609-6181 • wliu@isp3.ca • www.isp3.ca

ORACLE | Partner