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A progressive solution that aligned with our business and IT strategy and one that could easily integrate with existing systems.

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Technical Support Packages (Configurable Network Computing).

Our outsourced CNC service delivers complete management of your JD Edwards EnterpriseOne system.

Availability When You Need It.

We offer the option of 24x7 support. Our CNC service is always available and will cover both troubleshooting and routine work to be performed at any time. We have the capability to schedule work outside your normal business hours where necessary, in order to minimise the effects of system maintenance on your business.

Full System Support.

We can provide more than just JD Edwards CNC services. Our support can cover the components underlying the EnterpriseOne installation including databases, web servers, operating systems and third party products such as Create!Form. In addition to a strong CNC team, Jigsaw Services has a complete coverage of JD Edwards skills, covering applications and development. This allows our CNC service to leverage these skills as required, allowing both faster issue resolution as well as a more informed approach to managing ESU's.

Proactive Monitoring.

- We combine our skilled people with a set of software tools, to provide continuous monitoring of your system. This monitoring includes alert notification in the case of critical issues, as well as providing reporting, on an on-going basis, showing the health of your system.
- As part of our system monitoring, we will perform periodic reviews of system health indicators, such as the EnterpriseOne log files. Interpreting these files requires considerable knowledge and experience – our people will use this information to identify and resolve issues, and performance-tune your system.
- All key information will be reported back to you on a regular basis, showing the current health of your system

and any trends (for example, changes in free space or database size) that could result in future issues. Our regular monitoring is backed by a more thorough system review (usually quarterly), which provides you with both an in-depth overview of your system and an action plan which we will follow to resolve any issues.

Levels Of Support.

We offer a fully managed CNC service to fit your needs, providing services to complement the skills of your in-house team or a Risk Management Option.

- **Our Managed CNC Service** is designed as a fully outsourced solution, where you have minimal or no in-house CNC skills. This service provides complete management of your system, covering the monitoring, reviews and reporting of the risk management service, as well as all operational CNC tasks including:
 - unlimited telephone and remote support
 - package builds and deployment
 - environment refreshes
 - performance tuning
 - system and security audits
 - maintenance of submitted job queues
 - application of ESU's and Service Packs
- **Optionally, our Outsourced-CNC service** can be extended to cover full 24x7 support and monitoring. We can also offer database support for both Oracle and Microsoft SQL servers and support of underlying operating systems.
- **Our CNC Risk Management service** is designed to provide a second-level of support to your existing technical team, as well as providing you coverage during periods of employee leave. This service includes:
 - all of your proactive monitoring
 - systems reviews and audits
 - unlimited telephone support.