

# JDE 411 Help Desk Services

Managed Services For JD Edwards Customers

## JDE 411: How it Works

**Build** your own JDE 411 Help Desk plan by selecting your availability and support options.

**Contact** the JDE 411 Help Desk with any questions or issues related to your JD Edwards system.

**Resolve** your system concerns quickly and affordably, as needed.

**Save** on IT overhead, on-site consulting fees, and support travel expenses.

**Benefit** from special discounted rates on the following JD Edwards services:

### Development

- RPG
- Toolset
- BI Publisher

### Release Upgrades & Migrations

- World
- EnterpriseOne
- World to EnterpriseOne

### Additional Technical

- Tools Release
- Operating System Upgrades



For more information, contact  
Corning Data Services at  
[info@corningdata.com](mailto:info@corningdata.com) or  
1-800-455-5996

## Custom Help Desk Services for JD Edwards

In the true spirit of Corning Data Services' suite of "lean consulting" service offerings, CDS introduces JDE 411 Help Desk Services. Our solution works because we understand that one size doesn't fit all. Most companies have been forced to cut IT budgets and/or staff in one fashion or another. The JDE 411 Help Desk uniquely bridges the gap where, when, and how you need it. There is no longer a reason to leave your system vulnerable. Whether it's weekday, (business hour support), round the clock, or something in-between, we package the service to fit your needs and your budget.

### Availability Options:

- 24x7
- 8:30-4:30 business days
- On Demand

### Support Options:

- On Shore
- Off Shore
- Near Shore

## The CDS Advantage:

**All-Encompassing Senior Level Skill Sets for all releases of World, OneWorld, and EnterpriseOne**

### Senior Level Application Support:

- Financial Suite
- Distribution Suite
- Manufacturing Suite
- Advanced Warehousing
- Advanced Pricing
- Transportation Management
- Demand Schedule Execution
- Complimentary Products
- Business Intelligence

### Senior Level Technical Support:

- JDE Database Support
  - Oracle
  - AS/400 DB2
  - SQL
- Operational Support
- CNC Support
  - Package Builds
  - ESU Updates
  - Tools Releases
  - Security

**Minimize Risk, Maximize Savings**  
**JDE 411**