

## CNCplus SERVICES FOR JD EDWARDS

### TECHNICAL PROJECT SUPPORT

Premier offers technical service projects such as:

- » SmarterCNC Architecture Design
- » Release Upgrades
- » E1 Toolset development
- » Performance tuning
- » Database administration

### PLATINUM SUPPORT

- » 24/7 support
- » 1 hour guaranteed response

### GOLD SUPPORT

- » Monday-Friday 5 x 12 support
- » 2 hour guaranteed response
- » Weekend/after-hours support as an optional service.

### SILVER SUPPORT

- » Monday-Friday 5 x 8 support
- » 4 hour guaranteed response
- » Weekend/after-hours support as an optional service.

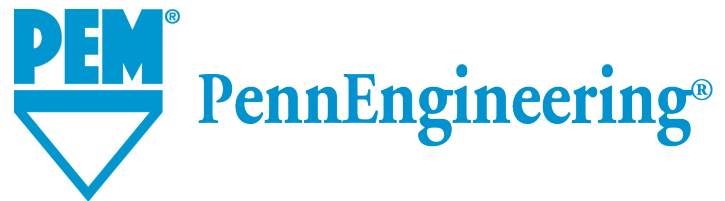
All CNCplus options include an EnterpriseOne Tune-Up providing a comprehensive JD Edwards technical environment assessment that:

- » Provides a solution plan to address any outstanding technical issues
- » Delivers recommendations to improve your environment(s) in advance of CNCplus support.

## WHY CNCplus?

JD Edwards customers seeking skilled professional support for their EnterpriseOne software often face challenges in finding appropriate technical support to address these requirements. Recruiting and retaining the various dedicated technical professionals to maintain an EnterpriseOne environment can be costly and difficult considering the diverse skillsets that are needed to properly manage and support the technical requirements of EnterpriseOne.

Premier's CNCPlus services provide a high-value alternative to address your organization's JD Edwards EnterpriseOne technical support needs. Our staff of CNC experts have the diverse skills to support your unique technical configuration while delivering support tailored to your organization's needs.



### Andy Ritting Business Systems Analyst

*"We became familiar with Premier through their SmarterCommerce product, and through that implementation you impressed our managers with how well it went, and furthermore with the fixed pricing option, which worked very well."*

*"Having a committed partner with Premier Group, a relationship that we have built a trust over this time period, we have an expectation, and Premier Group continues to deliver on that expectation that the project will be on a fixed cost, has a defined start and end".*



Interested in JD Edwards integrated unified commerce solutions around B2B/B2C Ecommerce, Payment Processing, Retail POS and Call Center? Ask about SmarterCommerce - [www.smartercommerce.net](http://www.smartercommerce.net)



# premier®

## CNCplus Services for JD Edwards

## SERVICES PROVIDED BY CNCplus

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CNCplus provides customers with the flexibility to choose which services are most appropriate. Examples of CNC services offered include the following:

- » Assistance in implementing our SmarterCNC simplified technical architecture
- » Timely Assistance with CNC Issue Troubleshooting and Resolution
- » Package Builds, Deployment and Generation to all Servers
- » ESU/ASU Installation using Change Assistant
- » Tools Release Installation and Testing using Multiple Foundations
- » Object Configuration Manager Activity Rules Setup
- » Object Management Workbench Project Promotion
- » Report Writer and Toolset Development Assistance
- » Performance Tuning for Enterprise, Database and Web Servers

## A REWARDING PARTNERSHIP

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A partnership with Premier Group through CNCplus support provides companies with a no-hassle solution to maintain their EnterpriseOne software and keep operations running smoothly and effectively, without the need to have many technical experts on staff. In addition, Premier's proactive maintenance approach can help prevent costly system outages. Our customers can count on receiving fast, high quality service and support.

## FEATURED CUSTOMERS

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