

Production Support on JD Edwards

OVERVIEW & BUSINESS NEEDS

The client is a leading distributor of unified communications, network infrastructure, data center, and security solutions with a global network of specialty resellers. The client is an established sales channel for 100+ industry-leading manufacturers and operates through its three global business units. The client offers services in the convergence of voice, data and video applications and technologies that includes VoIP, network security, wireless and mobile-based connectivity. The client wanted support on its ERP, JD Edwards.

OUR APPROACH & SOLUTION

R Systems provided support to the client on their ERP (JD Edwards Version: One World Xe):

- **Production Support:** This involved resolving issues faced by end-users in the production environment. It included two levels of services:
 - **Tier-I:** It included the first line of support that includes training users and resolving configuration or setup problems
 - **Tier-II:** It included issues like handling software bugs, enhancement or database updates
- **System Assurance:** Helped determining number of sales orders stuck at various levels in the ERP system
- **Daily Health Checkups:** Checked and ensured functioning of batch reports in the ERP
- **Regression Testing Support:** Tested changes in the code of various applications
- **Rapid Enhancement Team (Business Analysis and Software Development):**
 - Business Analysis: Analyzed and documented changes requested by the client
 - Software Development: Modified code as identified in the analysis phase
- **Configurable Network Computing (CNC)/System Administration:**

This consisted of installation, upgrades, updates, change management, system administration, security, performance tuning, package build and deployment, and over-all architecture
- **Built a global business optimization team that delivered the following activities:**
 - ETA Integrity Project: Developed a solution to automatically update the Expected Time of Arrival (ETA) in accordance with Purchase Order Systems (POS) that assisted the sales team to deliver on time
 - Daily Fx Rates Impact: This project involved publishing reports on the SharePoint portal for enabling better business decisions. This project also considered the impact of margin changes due to foreign exchange fluctuations

TECHNOLOGIES USED

- JD Edwards (Version: One World Xe)