



## JD Edwards – Delivering Application Solutions

Drive business opportunities that meet your competitive, operational, and technology goals.

Dell Services delivers industry-specific counsel and integrated, end-to-end business and technology solutions that support our customers' strategic, operational, and financial goals. Using JD Edwards World and EnterpriseOne business applications, we help customers create new strategic opportunities that control costs, increase operational efficiencies, improve productivity, accelerate delivery, enhance customer service, drive revenue, and cultivate business growth.

### Experience

We have been providing JD Edwards services since 1998. Whether it's a comprehensive solution or a single service you need for your business applications, we deliver functional and technical support, application maintenance (including customization and enhancements), integration services, data hosting, lab-on-hire, and help desk support.

As an Oracle Platinum Partner, the highest partner relationship level that Oracle recognizes, we have built a global team of JD Edwards solution professionals who have guided successful implementations across multiple industries. We help our customers maximize the benefits and value of JD Edwards solutions, from high-level strategy consulting to productivity-enhancing applications services, supporting infrastructure services and cost-effective business process solutions. We also offer end-of-life application support and help you move to your preferred future path with upgrades that leverage the power of new versions and releases while retaining the functionality of existing ones. In addition, with the Oracle "Apps Unlimited" program, JD Edwards customers are looking for new ways to either modify their existing systems or upgrade to the latest version.

### Approach

Dell Services follows a proven delivery methodology from start to finish. First, we strategize with you to plan and architect a solution that meets business and budget requirements. Next, we create or integrate the solution – regardless of who designed it. Then, through our global delivery model, we execute the plan and provide ongoing management services against SLAs to help ensure the results you expect. We:

- Collaborate directly with customers to deliver results quickly and at a lower cost than typical large consulting firms.
- Contribute the most current knowledge and skills.
- Leverage our scalable, onshore and offshore resources to cost-efficiently deliver applications development and management services.

Our team of business-savvy associates has successfully completed hundreds of complex projects across multiple industries. Our proven approach to JD Edwards solutions minimizes risk while maximizing the potential for success.

### Focused on Business Solutions

Following proven methodologies and best practices, Dell Services has broad-based ERP experience to focus on a core set of JD Edwards/Oracle-related business solutions to deliver:

- Business Strategy
- Business Architecture
- Business Intelligence Programs
- Enterprise Application Solutions
- IT Resource Alignment
- Application Testing
- Product and Information Flow (including supply chain, logistics, and reengineering)
- Customer Relationship Management
- Value Proposition and Roadmap

JD Edwards may be integrated with other Oracle applications.

"Our ever-growing membership relies on AARP to deliver the information and services they need. We rely on Perot Systems (Dell Services) as a trusted adviser to successfully meet our challenges and keep us ahead of the technology curve."

– Matt Mitchell  
CIO, AARP

Dell delivers JD Edwards implementation, management, and update services for many key customers, including AARP and Global Motorsport Group.



### Challenge

Global Motorsport Group, Inc. (GMSG) intended to implement JDE OneWorld Xe across its entire U.S. operation, including the company headquarters in Morgan Hill, CA, three call centers, and nine distribution centers. To maximize the benefits of moving to a consolidated platform, GMSG chose Perot Systems, now part of Dell Services, to outsource the implementation, customization and development, and ongoing application support and maintenance of JDE OneWorld Xe.

### Solution

- Dell Services used a combination onshore/offshore implementation and development team. The primary offshore focus was implementation support, custom report development, and enhancements to the existing application and reports.
- Dell Services developed customizations for the following modules: Accounts Receivable, Accounts Payable, Logistics, Supply Chain, Procurement, Sales Order Management, Inventory Management, Warehouse, and Customer Service Management.
- Dell Services implemented JDE OneWorld Xe, DSI/RF Warehouse Management, Formscape, UNIX, Oracle, Citrix/Windows Terminal Server, and PC Anywhere (Remote Access Software)

### Results

- Successful rollout of JDE across the headquarters' facility, call centers, and distribution centers.
- Realized reduced implementation costs based on the on-shore/off-shore service delivery model.

### About Global Motorsport Group

GMSG is one of the world's largest independent providers of after-market parts and accessories for Harley-Davidson motorcycles.



### Challenge

AARP needed help supporting its JD Edwards applications, enhancing information security, and consolidating data management — including reliable disaster prevention and recovery services.

### Solution

- Because of our proven track record of success in data management, AARP selected Perot Systems, now part of Dell Services, to host and maintain its IT systems while providing full JD Edwards application support. Dell Services manages and administers critical database functions in a hosted environment at our IT Data Center.
- We support hardware, telecommunications, facilities, and network infrastructure, as well as run the user help desk.
- We also maintain a suite of unique tools that monitor Oracle database trends, track hundreds of performance-related statistics, and minimize storage requirements.
- Ongoing projects are in place to integrate and streamline IT operations across the AARP enterprise.

### Results

- Over the years, our team enhanced apps interfaces and designed new solutions that improve the user experience.
- Every SLA performance goal has been met with 99.99 percent uptime so service interruptions to AARP members are virtually non-existent.
- Several legacy programs have been retired to support standardization goals.
- New initiatives are underway to merge operating systems onto a highly reliable UNIX platform.
- The technology groundwork put into place by Dell helps meet the AARP "Divided We Fail" goals.

### About AARP

AARP is dedicated to enhancing quality of life for all as we age. They lead positive social change and deliver value to members through information, advocacy, and service. AARP has staffed offices in all 50 states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands. AARP Foundation is an affiliated charity.

For more information about any of our service offerings, please contact your Dell representative or visit [dell.com/services](http://dell.com/services).