

# JD Edwards Knowledge Transition and Application Support

## Highlights

- The client needed to free up its JDE support staff to address high value, strategic initiatives.
- The client chose UST Global to meet its need for a reliable, cost-effective outsourcing partner.
- To transition application support, UST Global used the phased approach of our AMUST methodology.
- JD Edwards production support for various platforms and releases is provided with a single team, onshore/offshore model.
- With low-risk to client, rollout to steady state in all regions achieved in only sixteen weeks.
- Client achieved their business goal to maintain costs and refocus the efforts of valuable JDE resources to high-value initiatives.

## Customer Profile

Our client is a leading media & entertainment company, broadcasting to millions of households in the U.S. and internationally. This is an industry where rapidly changing technologies and consumer demands continue to challenge traditional business models.

## Business Issues

- The client needed to free up its valuable its JD Edwards support staff to refocus on high value, strategic initiatives while maintaining cost controls.
- The client was using JD Edwards EnterpriseOne XE 8.10 and WorldSoft with base modules and custom code.

## UST Approach

- UST Global used a phased approach, beginning with Knowledge Transfer. Our team worked closely with client SMEs to analyze, document, and understand the business and technical aspects of their JDE environment.
- In the Transition Phase, responsibilities changed hands in two steps. In the first step, the UST team learned from client resources by “shadowing” them during production support activities. In the second step, the UST team provided primary support while client resources “reverse-shadowed,” providing support only as needed.
- During the Steady State Phase, we provided development support and testing for break-fix and enhancements, JD Edwards software system administration, CNC support and troubleshooting, production application support for all regions where the client operates, performed preventive and perfective maintenance, and developed documentation.

## Benefits/Results

- Valuable resources became available for initiatives strategic to the goals of the client’s business.
- Cost controls were successfully maintained with an offshore model.
- Client obtained business and technical documentation through UST Global’s meticulous, “repeatable” knowledge transfer and transition methodology.