Birlasoft JaaS℠
JD Edwards as a Service
Birlasoft JaaS™ – JD Edwards as a Service

There is a paradigm shift in information technology with focus on adopting an agile service model, modernizing the IT landscape, enhanced productivity and user experience via continuous innovation. There is a need for customers to adopt to this new paradigm to grow their business.

What is JaaS™

JaaS™ is a bundled service offering, enabling JD Edwards customers to embrace rapidly evolving technologies, that includes Oracle Cloud Migration, JD Edwards E1 9.2 Upgrade and E1 9.2 Code Current along with Managed Services.

In a highly dynamic business environment, choosing a knowledgeable and experience partner for JD Edwards can make all the difference. Birlasoft the most trusted global Oracle JD Edwards partner offers you “JD Edwards as a Service (JaaS™)”, a subscription-based offering where all the needs of a JD Edwards customer are bundled in a monthly subscription model for fixed period ranging from 3 to 5 years.
**JaaS℠ Methodology**

JaaS℠ has four milestones under which Birlasoft delivers the bundled services to JDE customers. Each milestone constitutes several services and customers can opt for any combination of services to meet their business and IT needs. Birlasoft will package all selected services into one bundle based on a monthly subscription model to move customer investment from CAPEX to OPEX.

- **Assessment**
  - Infrastructure assessment
  - JD Edwards footprint assessment
  - 3rd party applications & integrations assessment

- **Implement**
  - Cloud Hosting
  - JDE Cloud Migration
  - JDE Upgrade to E1 9.2
  - Keep JDE E1 9.2 Code Current
  - Custom Code Externalization
  - Integrations migration to Cloud/PaaS

- **Continuous Improvements & Innovations**
  - Business process improvements
  - Digital automation – IOT, BOTS
  - Mobility

- **Manage**
  - Infrastructure managed services/IAAS
  - Application managed services
    - JD Edwards
    - 3rd party applications
  - Integration managed services

**JaaS℠ Features**

**Comprehensive Services for JD Edwards:**

- **Rapid upgrade to JDE 9.2:** Shorten the time to upgrade and take out the guess work from upgrade, by leveraging Birlasoft’s proprietary tools such as IMPACTA for retrofit analysis, REPLICA a machine learning tool for expediting the retrofit cycle and Birlasoft’s testing tools and accelerators to expedite the testing cycle.

- **Continuous adoption:** Birlasoft’s tools and accelerators enables customers to take periodic updates to keep their JDE environment current with the latest features and functionality, with minimal business disruption.

- **SmartAMS:** Focus on continuous improvements and innovation, resulting in ongoing reduction in the issues, thereby focus on strategic business initiatives to drive business growth.

- **Cloud migrations:** Customers can leverage Birlasoft’s expertise, to migrate their infrastructure to cloud thereby realizing greater savings due to reduced maintenance costs and enhanced flexibility and scalability to meet their growing business needs.
**Infrastructure support:** Customers can leverage Birlasoft’s automation tools such as ProVue for proactive monitoring and alerts for both the infrastructure and JDE applications, and AutoPack for automated package builds and deploys, to minimize the cost for supporting customers JDE applications and infrastructure, and realize continuous improvement and risk reduction due to reduced system down-time.

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**Predictable (SaaS like) Fee Structure:**

- **Fixed fees:** The fixed fee price structure allows customers to direct their valuable funds on more strategic initiatives to help grow their business.

- **Lower TCO:** Customers can now choose the right combination of services that are important for their organization, in combination with migration to Oracle cloud infrastructure (OCI), to realize up to 30% reduction in cost over a 5-year period.

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**Innovation:**

- **Proof of concepts:** Improve business productivity and user experience through innovation. Leverage proof of concepts to inculcate the transformation culture within the organization.

- **Rapid adoption:** Leverage Birlasoft’s proven expertise and experience for faster adoption resulting in improved productivity and overall customer and end user satisfaction.

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**Risk Reduction:**

- **Supported JDE system:** Guaranteed support from Oracle for JDE 9.2 through 2030. Adoption of the latest features and functionality to stay current with the latest statutory and regulatory requirements.

- **Security:** Ensuring the most current and up to date system updates and patches will give customers a peace of mind and protection from any external attacks that may have a significant impact on their business.

- **Disaster recovery strategy, scalability and performance:** Ensuring the right strategy for disaster recovery will safeguard customers business and keep it up and running in no time in the event of any calamity. Ability to scale quickly to meet customers growing business needs to ensure confidence in the business, in conjunction with improved system performance.
Flexible Offerings to Meet Business Need

Customers can opt for JaaS℠ services as per their business need and budget availability, Birlasoft will configure the solution to meet the customer needs.

Following are some of the key services under JaaS℠ offering, customers can start their journey at any point in the overall path.

JaaS℠ Customer Benefits

<table>
<thead>
<tr>
<th>Comprehensive Service</th>
<th>Predictable Fee</th>
<th>Innovation</th>
<th>Risk Reduction</th>
<th>Focus</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Cloud Migration</td>
<td>• Fixed Monthly Price</td>
<td>• Planned POC’s around new technology</td>
<td>• JD Edwards E1 9.2 stays code current with Oracle releases</td>
<td></td>
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<tr>
<td>• JD Edwards Upgrade</td>
<td>• Lower TCO as compared to traditional IT services</td>
<td>• Faster adoption of new features</td>
<td>• OS, Database patches, Security updates are current</td>
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<tr>
<td>• Integration Migration and Support</td>
<td>• Clear Deliverables</td>
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<td>• Robust strategy for DR</td>
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<tr>
<td>• Keep JD Edwards Code Current</td>
<td></td>
<td></td>
<td>• Scalability and Performance</td>
<td></td>
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<tr>
<td>• Application Support</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Infrastructure Support</td>
<td></td>
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Why Birlasoft

Birlasoft, a global Oracle partner, offers their customers a subscription-based model for all their future needs related to JD Edwards. With right expertise, methodology, tools and accelerators, and resources customers across globe meet their business requirements using Birlasoft’s subscription-based model.

A comprehensive 3 to 5 years end-to-end subscription-based service offering.

Key Offerings

- A comprehensive 3 to 5 years end-to-end subscription-based service offering.
- Extending and Modernizing JDE Applications using Oracle PaaS
- Complement JD Edwards using SaaS
- Keep JDE current to Innovate and grow
- End-to-end managed services

<table>
<thead>
<tr>
<th>Packages</th>
<th>Silver</th>
<th>Gold</th>
<th>Platinum</th>
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<tbody>
<tr>
<td>No of Users</td>
<td>≤100</td>
<td>≤200</td>
<td>≤300</td>
</tr>
<tr>
<td>No of support tickets</td>
<td>≤ 100</td>
<td>≤150</td>
<td>≤200</td>
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<tr>
<td>No of instances</td>
<td>Single Instance</td>
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<tr>
<td>Ticket Complexity</td>
<td>High: 10% of total ticket Medium: 20% of total ticket Simple: 70% of total ticket</td>
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<tr>
<td>Support Scope</td>
<td>JD Edwards Functional Support JD Edwards CNC Support Infrastructure Support</td>
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<tr>
<td>Support Model</td>
<td>Remote - Shared Support</td>
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<tr>
<td>Code Current frequency</td>
<td>Once in a year</td>
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Note: For 300+ users an assessment is require to propose the model