AppCare Managed Services

Summary

- 67.3% Average Reduction in Costs
- 15+ Years Average JD Edwards Staff Experience
- Certified Consultants
- Illness-proof, Vacation-proof, and Resignation-proof

Types of Support

- EnterpriseOne – Apps, Dev, CNC
- World – Apps, Dev, iSeries Admin
- DBMS – Oracle, SQL Server, DB2
- OS – Linux, AIX, IBM i, Windows

Plan Options

- All Inclusive and à La Carte Plans
- 9x5, 12x5, 24x7 Standard Coverage Options...Custom Options Available
- 24x7x365 Emergency 911 Coverage Included with All Plans
- Block of Hours Up to Unlimited Support
- Service Level Agreements
- Ad-hoc, Co-staff, Outsource, Hosting Options

Full Service JD Edwards. Guaranteed.

No client is exactly the same when it comes to business system use. In order to meet these diverse needs, GSI provides a wide variety of support offerings. GSI's AppCare plans are completely customizable so they are guaranteed to meet your needs. Choose the support area(s) and coverage window. Choose a bucket of hours or unlimited support. Basically, the only thing you can't choose is 24x7x365 Emergency 911 Support because it is included with every plan!

GSI's AppCare support consultants are the best in the business. They possess an average of 15+ years of JD Edwards experience and numerous certifications. This unmatched expertise allows our consultants to resolve basic and complex issues quickly in areas like business process optimization, customizations, DBMS maintenance, system administration, proactive monitoring, alerts, system checks… and many more.

Our clients have experienced an estimated 67.3% reduction in costs associated with maintaining their JD Edwards system and related IT infrastructure using GSI's comprehensive suite of AppCare managed services. As a recognized industry leader and innovator, GSI sets the standard for providing managed services for JD Edwards customers.

As with all GSI services, AppCare services are backed by GSI's signature 100% guarantee.

Solution	Description	Support Areas	Standard Coverage	911 Coverage
gFlex	• Designed for companies that just need a "block of hours" to use over a set time period for ad-hoc assistance • Quarterly, semi-annual, or annual bucket of hours • Support for one JDE Production or Prototype System • **Choose one, any combination or all support areas!**	• Apps • Dev • CNC • DBMS • OS	9x5	24x7x365
gShare	• Designed for companies that need to co-manage the system with a real-world expert or for just periodic/ad-hoc support • Quarterly bucket of hours • Support for one JDE Production or Prototype System • Responsive SLA • **Choose one, any combination or all support areas!**	• Apps • Dev • CNC • DBMS • OS	9x5 12x5 24x7	24x7x365
gStaff	• Designed for companies that need care and feeding support on an unlimited support basis • Monthly fixed fee • Support for one JDE Production System • Responsive SLA • **Choose one, any combination or all support areas!**	• Apps • Dev • CNC • DBMS • OS	9x5 12x5 24x7	24x7x365
CompleteCare	• Designed for companies that need to outsource or co-source all JDE Production Support • Quarterly bucket of hours • Support for one JDE Production System • Responsive SLA • **Includes Apps, Dev, & CNC / DBMS & OS optional**	• Apps • Dev • CNC • DBMS • OS	9x5 12x5 24x7	24x7x365
JDE Cloud[9]	• Designed for companies that need to outsource or co-source all JDE hardware, CNC, and/or application support while having the option to phase in support for other software packages • Monthly fixed fee • Support for 1 – x JDE Production Systems • **Includes HW, OS, DBMS & CNC / Apps & Dev optional**	• Apps • Dev • CNC • DBMS • OS • HW	24x7	24x7x365
WorldCare	• Designed for companies running JD Edwards World software that need unlimited support hours for a monthly fixed fee • Support for one JDE World Production System • Responsive SLA • **Includes Apps, Dev, and iSeries Administration**	• Apps • Dev • iSeries Admin	9x5 12x5 24x7	24x7x365

GSI, Inc.

GSI, Inc. is a JD Edwards full-service application, development, and technology company and Oracle Platinum Partner. The client-centric consultancy offers a comprehensive suite of solutions including AppCare, a 24/7 managed service for JDE, DBMS, and OS care, as well as RapidReconciler®, its inventory reconciliation software acquired from Andrews Consulting Group. GSI consulting services are backed by its signature 100 percent satisfaction guarantee. Founded in 2004, the rapidly growing company is headquartered in Atlanta with locations nationwide.

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Full Service JD Edwards. Guaranteed.