

Keep Your JDA Solution Shipshape

You've successfully launched a best-in-class planning solution — how will you make sure it stays seaworthy?

You invested millions in license and implementation costs to construct that industry-leading solution with promises to deliver a huge ROI. But those benefits require you to continue to care for it — who's on the hook to ensure that it remains in operational order? That dedicated team of managers, analysts, developers, and SMEs who successfully deployed your solution has moved onto the next project, so who will stick around to keep your JDA system, whether on-premise or hosted, in shipshape condition?

Are you stuck in a whirlpool?

Have you ever had that sinking feeling that your key business users with “day jobs” — the ones that you depend on to keep the business running — are left to steer the ship alone when it comes to keeping the system up? Or, just as dismaying, people lacking sufficient knowledge about how your business uses the system are finding themselves in over their heads when issues pop up.

Whether it's outright system outages, impaired data loads, aborted jobs/processes, slow performance, or the need to triage a defect; it is imperative that someone who thoroughly understands the technology is there to keep operations in tip-top shape. Equally important are staff with the requisite know-how to proactively monitor the complete solution landscape, to anticipate potential obstacles such as data processing errors and unexpected data proliferation that can jeopardize your supply chain system response.

It's Full Steam Ahead for your planning solution

Spinner's JDA Managed Support services provides a comprehensive portfolio of services designed to keep your solutions afloat. Spinner's Support Staff are experts in strategic infrastructure design, deployment, and the JDA Application suite. Our team integrates seamlessly into your operations support to offer clear sailing when it comes to the care and maintenance of your JDA solution.

Preventive Maintenance

Spinnaker uses advanced tools and techniques to proactively monitor your batch schedules, data integration, and system performance to address issues before they occur. Spinnaker also brings proprietary automation and dashboards to measure and react to trends associated with system degradation, long before they begin to impact the user community.

Uptime Reliability

Spinnaker leverages proactive system alerting and monitoring to signal when an issue occurs. This first line of defense provides rapid notifications that allow us to address issues well before they affect business users and, in most cases, before users are even aware of a problem. For the past several years, Spinnaker's Managed Service Support Team has achieved 99.8% of its uptime service level expectations across its support client portfolio.

All Hands-on Deck

On those rare occasions when your solution may experience a fault, Spinnaker's experienced functional and technical staff are your A-team to triage, stabilize, and resolve issues with your JDA system. We provide clear and constant communication, collaboratively guide all system recovery activities, prioritize all response efforts, and work tirelessly until your system is back to full strength. Our system recovery playbook brings the lessons learned from our entire body of experience to navigate confidently and apply appropriate response protocols.

Continuous Improvement

Whether implementing modifications to address reoccurring problems, analyzing the root cause of erroneous planning results or simply performance tuning, we maintain ongoing focus on trimming the sails as required to keep your system performing optimally. Spinnaker has an established quarterly release program to keep up with new patches, implement and test solution enhancements, and maintenance tasks. Gone are the days of sailing blindly and alone into the open sea.

Spinnaker's Managed Service Support is a Sea Change

Clients are emphatic that our JDA Managed Support really works:

"JDA Support is the one ray of sunshine in my otherwise cloudy day" – Vice President, Business IT Solutions, Fortune 100 company in the Food Industry

"I'll lead the process improvement team only if you promise that we'll keep JDA Managed Support, I can't do it without them." – Manager of Process Improvement at a Spinnaker JDA Managed Services client

How do I get on board?

We will gladly help you assess your situation and demonstrate how Spinnaker's JDA Managed Support can work for you. With years of industry experience and dozens of implementations, we've helped clients gain operational efficiencies, increase margins, and achieve a competitive market advantage through the JDA application suite.

A stable and high-performing JDA solution is critical to the success of your business. Spinnaker's services model is a seamless progression from strategic to operational services, ensuring that your supply chain performance continues to meet your performance objectives as your operations scale and evolve. We operate and maintain your solution to achieve maximize performance and business value, with our team complementing yours to eliminate any gaps in training, technology, or operational best practices.

We hope you found this information to be helpful. To access more Spinnaker thought leadership [click here](#) or to learn more about our services [click here](#).

About Spinnaker:

Spinnaker is a supply chain services company that helps clients grow, manage risk, reduce costs, and improve customer service by developing world-class supply chain capabilities. Our services help clients develop the right supply chain strategy for their business challenges and implement the process and technology solutions to improve Demand/Supply Planning, Procurement and Sourcing, Logistics and Warehousing, and Reverse Logistics business performance. Spinnaker offers a unique service delivery model that combines the strength of deeply experienced management and technology consultants with a seasoned team of business process outsourcing (BPO) and 3rd-party logistics (3PL) professionals. Founded in 2002, Spinnaker has offices in Boston, Columbus, Denver, Houston, Memphis, Pittsburgh, London, and Singapore.

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