



VERSION 1

JD EDWARDS
MANAGED SERVICES

JD EDWARDS

Managed Services

Reimagine the potential of your applications.
ASPIRE to more.



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VERSION 1

Partnering with a full-stack and multi-disciplinary Managed Services Partner eliminates the headache of managing your day-to-day support and maintenance requirements internally. Through our comprehensive JD Edwards Managed Services offering, Version 1 takes ownership of the tasks that distract you from what really matters; driving your business objectives and strategic initiatives.

We can support, enhance, and optimise your application estate regardless of its size, age, technology, complexity, or who built it – from bespoke applications to commercial off the shelf products; legacy systems to modern IT estates; on-premise to cloud-hosted solutions; non-production to mission-critical systems – we have a service offering that meets your unique requirements.

In the following guide to JD Edwards Managed Services, discover how Version 1 can help you with controlling costs, enforcing compliance, ensuring best practice, increasing visibility across estates, and bringing innovation into your IT operations.

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Public Sector



Utilities



Central Government



Healthcare



Manufacturing



Financial Services



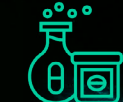
Retail



Airlines



Local Government



Pharmaceuticals



Higher Education



Insurance



A Proactive Approach to Managed Services

As a trusted and audited MSP, our main goal is to be proactive as opposed to being reactive. A successful MSP should be equipped to handle several challenges, including the shift from a pure ITIL-based operational model to a more dynamic agile model, incorporating elements of design, architecture, automation, CI/CD, DevOps, security, and financial optimisation. Business requirements are becoming increasingly dynamic and should be handled in an equally dynamic way.

TRADITIONAL MSP APPROACH	JD EDWARDS MANAGED SERVICES
Focused on running and operating	Design, architect, automate
Hardware-based solutions	Cloud and software-based solutions
Centralised operations	Distributed operations and resources
Focus on SLA	Solution/application-based SLAs and VLAs
Maintaining Implemented Solutions	Dev Ops, CI/CD, Infrastructure-as-Code
Reactive managed service waiting for issues to be raised by end users	Dynamic monitoring, anomaly detection
Security risk mitigation	Security by design, continuous compliance
Outsourcing vendor	Trusted advisor and partner



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JD Edwards Managed Services, **REIMAGINED**

Go beyond simply 'keeping the lights on' and embrace the potential of Version 1's JD Edwards Managed Services that place continuous improvement and business innovation at the heart of everything we do.



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Version 1's JD Edwards Managed Services helps organisations achieve competitive advantage by unlocking the potential of your Application Portfolio. Much more than just 'keeping the lights on', we solve your real-world issues such as:

- * Siloed, disconnected application estates
- * Ineffective API management strategies
- * Debilitating legacy debt
- * Difficulties unlocking the wealth of functionality and data held within your application estates
- * Maximising productivity and time to value

These challenges if not properly addressed have the potential to cripple your organisation's ability to grow and respond to an increasingly disrupted marketplace.

You know where your business needs to go. We can help you take it there and keep it there. Through ASPIRE, we will help you evolve your technology estate into a value-generating, intelligent engine of innovation, automation, agility, and sustained business outcomes.

The following guide will give you an insight into ASPIRE, a differentiated value-led approach to Managed Services that relentlessly seeks to make a real difference to your business.



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“WITH **ASPIRE**,
SLAs ARE A
GIVEN.”



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Unlock Hidden Business Value With an ASPIRE Value Level Agreement

Today's customers aspire to more from their JDE Provider, and we strive to exceed these expectations in every partnership. While Service Level Agreements (SLAs) are a well-established facet of our JDE model and undoubtedly essential for tracking performance against technical service requirements, they are also a given.

At Version 1, we believe a better approach is to shift the focus to include measurement of business results and outcomes, not just service levels. In a nutshell, we support our ASPIRE customers to move the dial from the standard Managed Services SLA to a VLA – a Value Level Agreement.

Delivering world-class managed services is not just about measuring service uptime and availability or ensuring service tickets are picked up and resolved within SLA timeframes – it is also concerned with setting key measures of success such as reducing mean time to resolution, increasing self-service usage, or reducing operational spend – measures

that have potential to deliver real business benefit to your organisation.

What your VLA looks like depends on your unique needs. We will work with you to identify the pain points, inefficiencies, and growth suppressants associated with your IT estate.

We will use this information to identify and baseline opportunities to implement improvements and realise value at every stage in your application's support, maintenance, and development lifecycle, based on our ethos: what gets measured, gets done.

Regardless of your IT estate's size, age, technology, complexity, or who built it – Version 1 has the breadth of experience and full-stack expertise to ensure that value is unlocked from your pre-existing investments.

In the following sections of this guide, we will showcase the value ASPIRE can offer your organisation.





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Reroute Valuable Resources to Deliver Additional Value

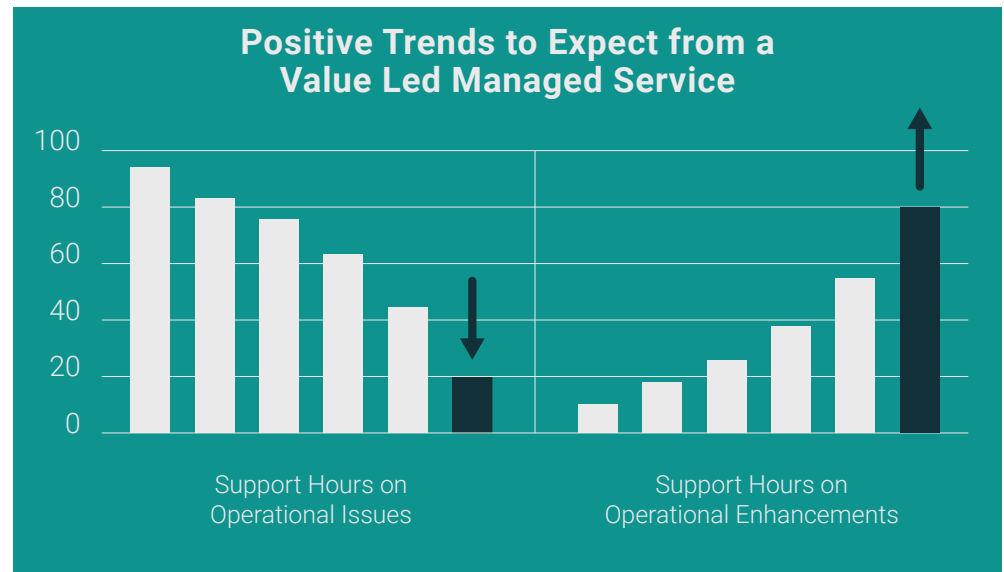
With An ASPIRE Value Level Agreement

VLA

Other Managed Service Providers measure the value of their services through ticket volumes and closure rates. With Version 1's value-focused ASPIRE Managed Services Model, we go above and beyond that traditional approach by minimizing operational issues and maximizing the enhancements by:

- ✓ Resolving root causes
- ✓ Reducing support hours on operational issues
- ✓ Redistributing effort to gain maximum ROI

With our flexible and personalised offering, customers begin to see time spent on operational issues decrease, rerouting valuable resources to delivering enhancements to enable a more self-sufficient workforce.



Delivering world-class managed services is not just about measuring service uptime and availability or ensuring service tickets are picked up and resolved within SLA timeframes – it is also concerned with setting key measures of success such as reducing mean time to resolution, increasing self-service usage, or reducing operational spend – measures that have potential to deliver real business benefit to your organisation.

Maximising Your Investment in Oracle JDE Applications

VLA

Identify the pain points, inefficiencies, and growth suppressants associated with your applications

What your VLA looks like depends on your unique needs. We will work with you to identify the pain points, inefficiencies, and growth suppressants associated with your applications.

We will use this information to identify and baseline opportunities to implement improvements and realise value at every stage in your application's support, maintenance, and development lifecycle, based on our ethos: what gets measured, gets done.

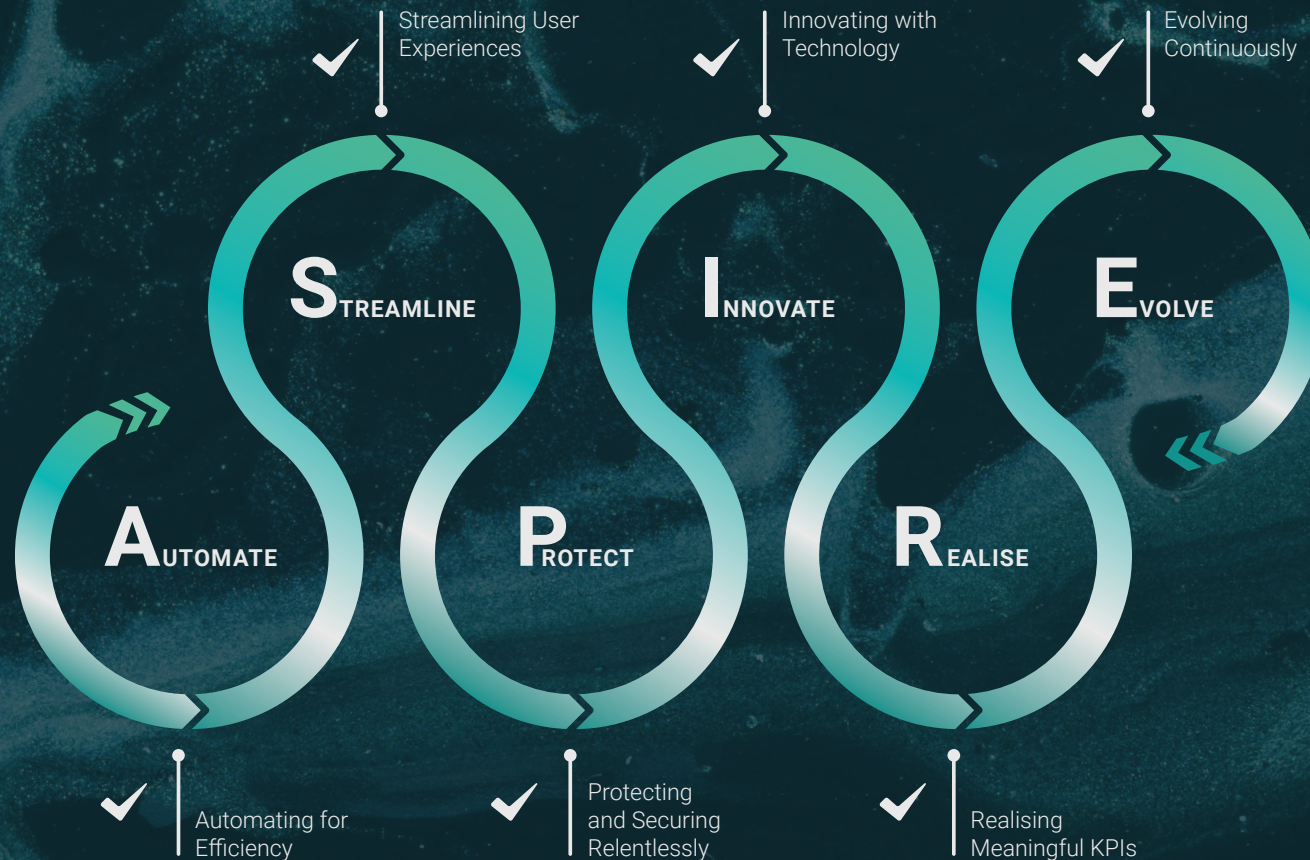
Regardless of your Oracle applications' size, age, customisations, complexity, or what version they are running on currently – Version 1 has the breadth of experience and full-stack expertise to ensure that value is unlocked from your JDE investment.





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The ASPIRE Model ©

Version 1's ASPIRE Model © enables our customers to achieve better results through a focus on 6 key areas, expertly selected to keep IT estates evolving in line with today's digital world. Through ASPIRE, we achieve much more than just keeping systems performant, available, and SLA compliant – we unlock their transformational potential and deliver real business value to our customers.



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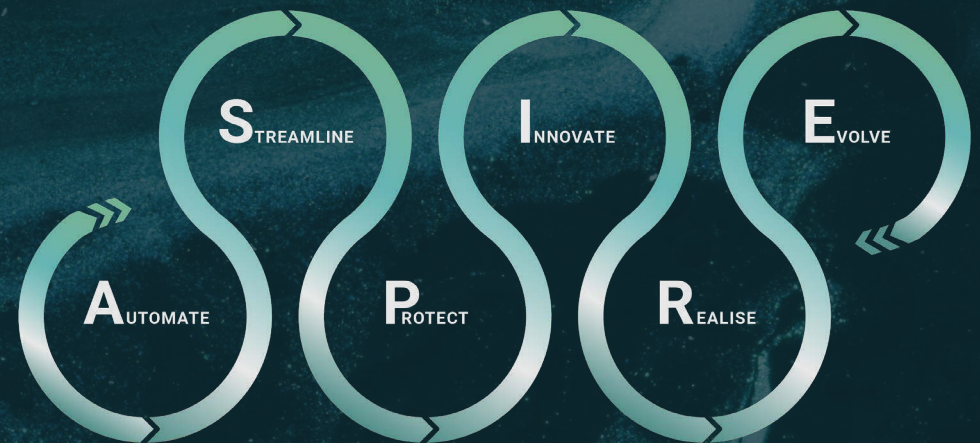
A shift in mindset: Aspire to do more

ASPIRE is an endlessly evolving, intelligent managed services model. We continuously seek to identify new ways to pivot to our customers' evolving support, maintenance, and development needs in an increasingly disrupted marketplace.

We do this through the use of cutting-edge technologies, advancements, and processes to enhance and optimise enterprise systems, returning business advantage to our customers, tied to defined value metrics. This commitment to innovation underpins our **Automate First, Self Service Next, Technical Expertise Last strategy**, which focuses on minimising costly support effort and improving systems quality, reliability, and performance through simplification and self-healing activities.

In order to continue to realise the value and benefit of your JDE system, Version 1 enables you to continuously evolve and improve to reap the maximum business benefit and return from your investment.

You've already invested significantly into the very latest of modern technology that bears the capabilities to transform your business processes, what you need now is a partner that unlocks the full potential of this investment and removes the headaches of management along the way too.





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AUTOMATE

For Efficiency



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Automate for Efficiency

Realise the Art of the Possible

Version 1 uses our automation framework as the foundation for our approach to ASPIRE JDE: **Automate First; Self-Service Next; Technical Expertise Last**, underpinned by our digital toolbox to deliver a range of optimisations and efficiencies to our customers through automation in:



Event Monitoring
& Escalation



Repetitive, Error-prone,
or Low-Value JDE Tasks



Process
Automation



Configuration Management
& Patching



Self-Service Options
& Immediacy



Security & Governance

Done well, automation will reduce incident queues and streamline processes – saving time and costs and improving the user experience.

AN EFFECTIVE AUTOMATION STRATEGY CAN:

- ✓ Improve service levels
- ✓ Reduce operational cost / spend
- ✓ Redirect manual effort towards higher-value, innovative outcomes
- ✓ Optimise application performance
- ✓ Improve application quality
- ✓ Increase reliability
- ✓ Improve productivity and time to value
- ✓ Enhance security and reduce risk
- ✓ Improve competitiveness



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STREAMLINE

User Experiences



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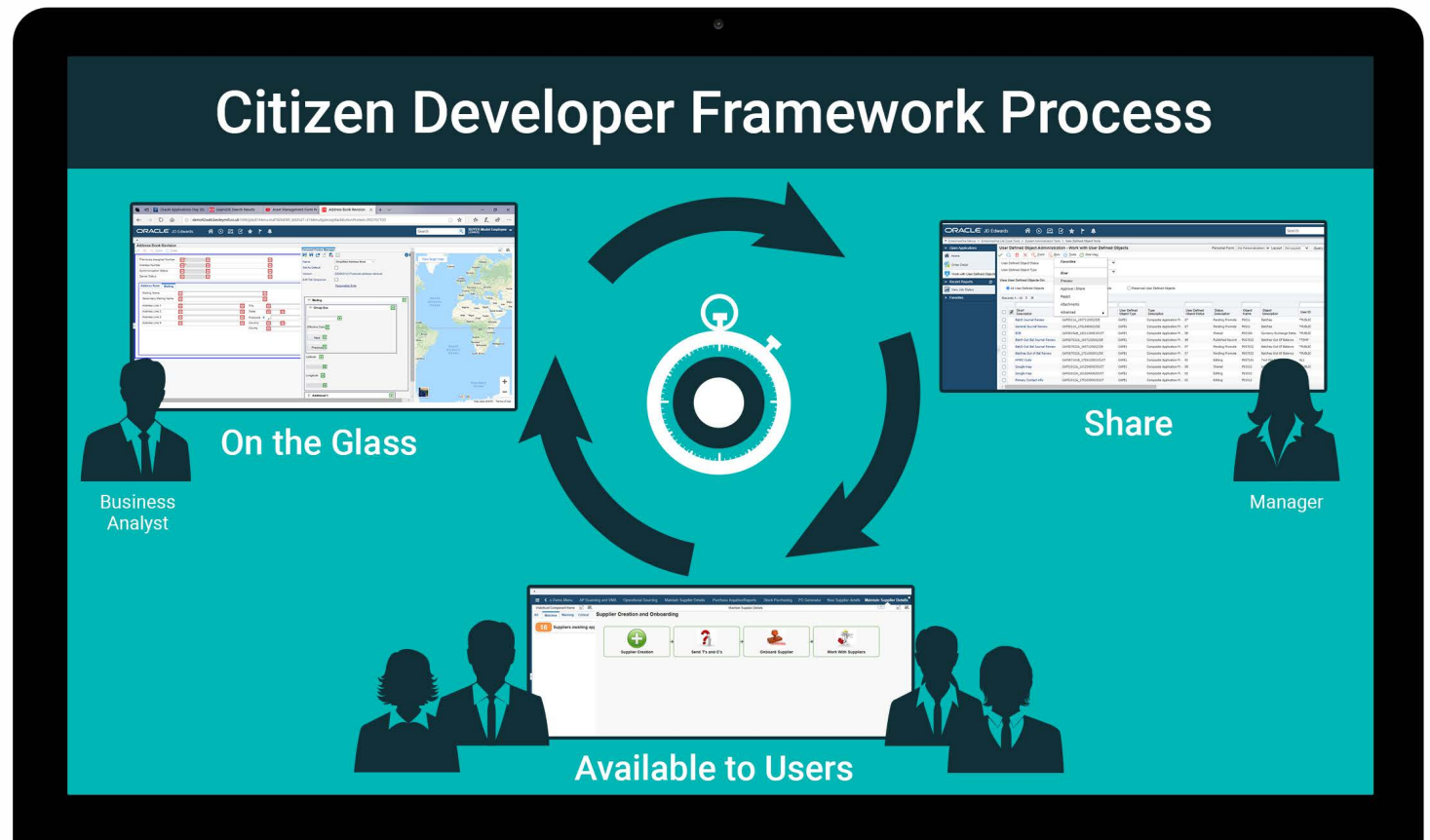
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Streamline User Experiences

Optimise, Evolve, and Build Application Services Around User Needs

Applications of the future must be ready to drive business growth, unlock efficiencies and value, increase competitiveness, and prepare organisations to overcome disruption, and crucially – do all of this whilst simultaneously prioritising and pre-empting evolving end user needs.

- ✓ Immediately solve business problems
- ✓ No impact in an upgrade/patch
- ✓ Enables continuous adoption
- ✓ Timely delivery to users





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PROTECT & SECURE

Relentlessly



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Protect & Secure Relentlessly

Security that keeps pace with the JD Edwards Managed Services (r)Evolution

A key challenge for today's JDE providers is ensuring the speed of adoption of patching and continual updates and other innovative technologies such as DevSecOps are appropriately matched by the evolution and adoption of robust security technologies and processes. Traditional approaches to application security are causing blind spots, as well as uncertainty about exposures and their impact on your applications, with even the most common and well-documented vulnerabilities potentially remaining undetected and open for hackers to exploit.

A separate but equally important challenge within the evolving JDE landscape is around the management of 'rogue IT' and ensuring all users are adhering to defined security measures and best practices to avoid unsanctioned or risky project deliveries or activities.

Through JD Edwards Managed Services, we will tackle these issues with agility, implementing advanced security solutions and governance methodologies that will accelerate transformation whilst also securing and protecting your systems.

Version 1 is an ITIL-aligned, externally accredited ISO organisation that undergoes regular vigorous audits for world-class information security certifications. We invest heavily in maintaining our strong position as an MSP to ensure a stronger, more robust offering and most importantly: to offer peace of mind to our customers. As a Managed Service Provider with 20+ years' experience, we have experience adapting to many industry and sector specific standards, frameworks and certifications to service our diverse customer base.

We are experienced in the provision of secure JD Edwards Managed Services to on-premise and cloud-hosted customers, including those operating under strict security considerations, including data classified as OFFICIAL. We are extremely mature and accomplished in all aspects of compliance, with over 30 security related standards across our customer base including public sector, financial services, insurance, government, pharmaceuticals and other highly regulated industries.





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INNOVATE

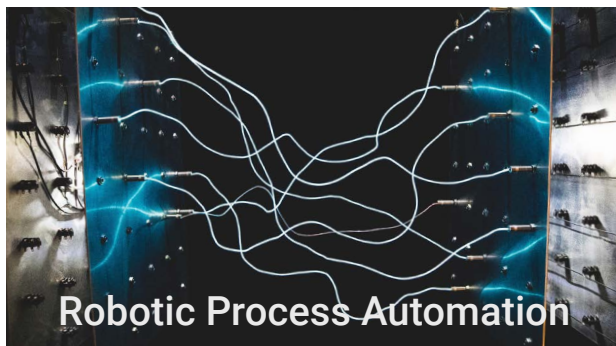
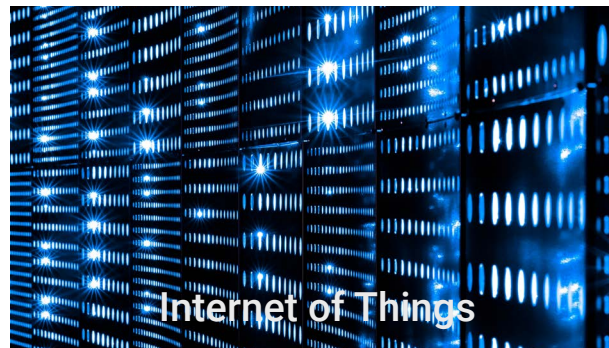
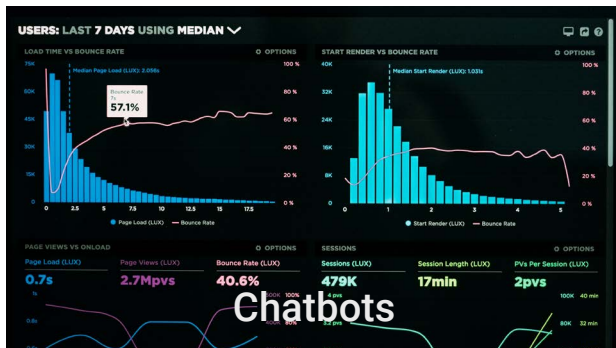
With Cutting-Edge Technology

Innovate With Cutting-Edge Technology

Get Serious about Innovation – Be Disruptive, Not Disrupted

JDE Providers have long since assisted organisations in keeping their enterprise software running smoothly, securely, reliably, and cost-effectively. Whilst these principles remain important, in today's environment of revolutionary technological change and industry disruption, they are no longer sufficient. JD Edwards Managed Services uses emerging technologies to deliver 'more' to our customers, including advice and guidance on:

- ✓ Innovative solutions to solve disconnected and siloed application portfolios
- ✓ Importance of API management in future-proofing Application estates
- ✓ Accelerating future change – delivering better, more innovative solutions faster and more cost effectively
- ✓ Driving competitive advantage by unlocking big data potential
- ✓ Shifting and reducing IT spend from legacy to modern application estates
- ✓ Unlocking real, tangible business benefit from application estates
- ✓ Low code, no code on the glass developments



ASPIRE is backed by Version 1's dedicated Innovation Labs. Version 1 invests in the Labs so our customers benefit from past, present and future projects that our dedicated Innovation team work on.

The **Innovation Labs** develop repeatable innovative solutions and 'proof of value' propositions with our customers to ensure Version 1 remains at the forefront of disruptive technology and that our customers realise business benefits as a result.

"Never has the need for imaginative, agile, business impact-oriented Application Operations (AO) providers been greater. Cautious incrementalism must give way to radical, rapid change."

(TechMarketView, Applications Operations Market Trends and Forecasts 2020-2023)



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REALISE

Meaningful KPIs

Realise Meaningful KPIs

From increasing efficiency through streamlined UX and automation to proactively reducing patching time and effort as a Managed Service improvement, Version 1 endeavours to achieve Meaningful KPIs for your business' bottom line that can be quantified, measured and reported upon. Our next gen JD Edwards Managed Services offering leverages the latest and greatest in technology to accomplish these business objectives.

By partnering with a Managed Service Partner with experience, expertise and the results to prove it, worries about support and maintenance are a thing of the past and we'll help you focus on what matters; your bigger picture objectives and strategic initiatives. The following KPIs achieved and exceeded for our Managed Service customers offer you a small insight into what Version 1 can do for you.



**Significant reductions in
month-end processing time**



**100% increase in resilience and
system up-time during critical
business periods**



**Significant reductions of
month-end batch failures**



**Elimination of recurring
order processing issues**



**Intelligent scripting of KPIs
around VMA for multiple
customers, reducing head
count by 80%**



**Adopting latest techniques
for upgrades and one click
provisioning, reducing patching
and upgrade time**



**Up to 95% reduction of objects
requiring retrofitting as part
of upgrades**

Improve Service Reliability and Application Performance with Real Time Monitoring



Version 1 Engage is fully integrated with New Relic to offer you intelligent real-time reporting. Version 1 offers you full access to New Relic through JD Edwards Managed Services to enable you to pinpoint where potential issues are occurring to improve reliability and to reduce downtime. Coupled with your personal KPI Cockpit, New Relic offers highly useful monitoring of KPIs to alert you to your preferred metrics such as order speed, payment completion rate, order volume and more. With this powerful real-time tool, Version 1 can offer you and your end-users high quality and reliable experiences.

Find and Resolve Issues Faster

Application Performance Monitoring (APM) with New Relic helps your IT/software teams instantly detect anomalies, discover root cause, and optimise performance. Whether your architecture is microservices or monoliths, containers or VMs, cloud or datacentre, with APM you can deploy, monitor and scale services quickly with confidence.



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EVOLVE

Continuously



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Evolve Continuously

Build the Future Into Your Business

The first law of software evolution is that systems must continually adapt – or they risk becoming progressively less valuable. The same principle applies to the provision of application managed services, which have evolved from a reactive, data-deficient, user-peripheral live service support model to an intelligent, continually evolving, insights-driven, user-centric, prescriptive, full lifecycle services offering such as JD Edwards Managed Services.

Core to the ASPIRE Managed Service model is a continuous improvement mindset, backed by the belief that a steady stream of improvements, diligently and innovatively executed, will have transformational results - ensuring the longevity, resilience, efficiency and ultimately the usefulness of application portfolios to our customers.

Continuous Improvement Can Build a Competitive Edge:

What level of impact can continuous improvement achieve? One of our clients would say a 91% reduction in manual effort. Why? That's how much time they were able to save in their manual patching process after Version 1 implemented a DevOps pipeline to fully automate patching across this customer's IT estate.

Our ITIL-aligned Continual Service Improvement process uses methods from quality management in order to learn from past successes and failures.



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Evolve Continuously

Build the Future Into Your Business

By applying innovative solutions to CSI opportunities, we can provide competitive advantage to customers through:

- ✓ Improved Operational Efficiencies
- ✓ Accelerated Time to Value
- ✓ Unlocking The Potential of IT Estates
- ✓ Reduced Total Cost of Ownership
- ✓ Securing & Future-proofing Enterprise Systems
- ✓ Diversion of Technical Expertise to Higher Value, Strategic Work






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OUR **ASPIRE** APPLICATION SERVICE MODELS

Our **ASPIRE** Application Managed Services Model

 Optimiser	 Innovator	 Customiser
<p>Suitable for organisations which require business hours support SLA on production or non production applications.</p>	<p>Ideal for organisations seeking advanced 24/7 support with a proactive Application Managed Service with an advanced SLA and VLA.</p>	<p>Tailor made for organisations with sophisticated environments and enhanced support requirements underpinned by a Premier SLA and VLA.</p>
<p>Business Hours Support With Standard Response SLA</p>	<p>24x7x365 Support With Advanced Response SLA And VLA</p>	<p>24x7x365 Support With Flexible Response SLA and VLA</p>
<ul style="list-style-type: none"> ✓ SLA aligned to business process outcomes 	<ul style="list-style-type: none"> ✓ SLA aligned to business process outcomes ✓ VLA tailored to your unique needs ✓ 24X7 P1 and Major Incident Management 	<ul style="list-style-type: none"> ✓ Our 'Innovator' service offering customised to your organisation's specific SLA and VLA needs
<p>Efficient Processes Augmented By Innovative Tools</p>	<p>Efficient Processes Augmented By Innovative Tools</p>	<p>Efficient Processes Augmented By Innovative Tools</p>
<ul style="list-style-type: none"> ✓ Service ticket reduction and cost savings through automation ✓ Enable continuity of operations ✓ Diagnostic analytics 	<ul style="list-style-type: none"> ✓ Service ticket reduction and cost savings through automation ✓ Enable continuity of operations ✓ Optimize and automate processes and workflows ✓ Predictive analytics 	<ul style="list-style-type: none"> ✓ Service ticket reduction and cost savings through automation ✓ Enable continuity of operations ✓ Optimize and automate processes and workflows ✓ Prescriptive analytics
<p>Standard Monitoring Service</p>	<p>Advanced Monitoring Service</p>	<p>Enhanced Monitoring Service</p>
<ul style="list-style-type: none"> ✓ Business Hours monitoring of all in scope applications ✓ Alert on basic set of 15 min metrics and threshold breaches 	<ul style="list-style-type: none"> ✓ 24/7 monitoring with full support and advanced problem management ✓ Alert on detailed set of 5 min metrics with machine learning analysis and log analysis 	<ul style="list-style-type: none"> ✓ Our 'Innovator' service offering customised to your organisation's specific monitoring needs



Optimiser

Standard Maintenance

- ✓ End User Support via 10*5 Service Desk and Technical Resolver Teams
- ✓ Access to 24*7 Customer Portal
- ✓ Automated ITIL Process: Event, Incident, Change and Problem Management and Service Request fulfilment through Engage ITSM
- ✓ Application Bug Fixes
- ✓ Application Knowledge Management
- ✓ Application Configuration

Policy and Compliance

- ✓ Application Regulatory Support

Service Governance & Reporting

- ✓ Quarterly status reports
- ✓ Quarterly service review meeting
- ✓ Customer Satisfaction Survey ensuring your feedback and sentiment is captured at senior management level
- ✓ Access to self service reporting via Engage Customer Portal



Innovator

Advanced and Continuous Maintenance

- ✓ End User Support via 24*7 Service Desk and Technical Resolver Teams
- ✓ Access to 24*7 Customer Portal
- ✓ Automated ITIL Process: Event, Incident, Change and Problem
- ✓ Management and Service Request fulfilment through Engage ITSM
- ✓ Application Bug Fixes
- ✓ Application Knowledge Management
- ✓ Application Configuration
- ✓ Application service failover execution and validation (annual)
- ✓ Application Minor Enhancements
- ✓ Application Service Requests

Policy and Compliance

- ✓ Application Regulatory Support
- ✓ Support, facilitate and or resource security assurance activities such as annual penetration testing, IT Health Checks and PCI compliance

Service Governance & Reporting

- ✓ Dedicated Account Manager
- ✓ Dedicated Service Delivery Manager
- ✓ Monthly status reports
- ✓ Quarterly service review meetings
- ✓ Quarterly Business Review Meeting
- ✓ Quarterly Customer Satisfaction Survey ensuring your feedback and sentiment is captured at senior management level
- ✓ Access to self service reporting via Engage Customer Portal



Customiser

Advanced and Continuous Maintenance

- ✓ Our 'Innovator' service offering customised to your organisation's specific support and maintenance needs

Policy and Compliance

- ✓ Our 'Innovator' service offering customised to your organisation's specific regulatory and compliance needs

Service Governance & Reporting

- ✓ Our 'Innovator' service offering customised to your organisation's specific reporting and service governance needs



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WHY VERSION 1?



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Why Version 1?

Always On 24/7/365

24/7/365 Service Desk supporting users around the globe.

Streamlined & Optimised

ITIL processes adapted and automated to support DevOps, continuous integration and delivery.

Proactive Monitoring

Proactive service monitoring means we identify and resolve issues before they impact your business.

True Partnership

We work in collaboration with your team and suppliers to own issues and drive them to resolution.

Global Standards

Accredited to ISO 20000 and ISO 27001 standards delivering assurance in service quality and security.

Full-Stack Expertise

Full-stack support for all technologies and environments.

Flexible Delivery Models & SLAs

Choose the SLA, VLA and delivery model (remote, on-site or blended) that is right for your business.

Continuous Service Improvement

CSI is a core tenet of our Managed Services which means we are committed to an ongoing cycle of agreed improvements.

Integrated Cloud

We integrate, operate and run modern cloud platforms side by side with legacy infrastructure and applications.



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98% CUSTOMER RETENTION

We operate to a sustained quarterly rhythm. Each quarter, with each customer, we set specific goals and survey satisfaction. If our impact flags in any quarter, or satisfaction dips, our team react immediately with specific actions. Over time, this outcome-focused approach is guaranteed to make a real difference to our customers' businesses while building strong, long-term relationships. In fact, our first customer is still a customer of ours today.

"Version 1 have continued to act as a genuine partner rather than a supplier. They were particularly helpful during the recent lockdown periods, working with us towards the continuation of service and assisting us with concessions on payments, etc. This was vital to our business."

"Open and honest, and have been very supportive, especially during the past 15 months with the challenges that the COVID-19 pandemic has presented."

"I work a lot with the team on both support and project and find them very helpful and have good knowledge. The team are always willing to listen and help and are friendly."



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Trusted to Deliver Customer Success





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We partner with global technology leaders to provide our customers with the highest quality solutions and services. Our long-standing and enhanced partner relationships and market leading expertise in each partner's technologies allows us to tailor solutions to our customers' unique needs.

We are highly accredited by our global technology partners and have been recognised and awarded for our excellence in bringing technology enabled solutions and services which drive customer success.

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Enhanced Relationships with Global Technology Partners



Version 1 proudly holds the status of an **AWS Partner Network Premier Consulting Partner.**



Version 1 is a Microsoft Gold Certified Partner, Microsoft's most highly accredited independent technical support provider.



Version 1 is the Platinum Partner of choice for Enterprise-scale customers across the UK and Ireland.



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Tooling

Version 1 utilises the best tools and technologies to ensure that your IT estate is consistently improving and evolving. Our market-leading expertise and experience in Digital and Cloud services enables us to select the appropriate add-on tools and solutions to meet your unique requirements.

servicenowTM

 **New Relic**[®]

 **Jenkins**

 **Cloud
Checkr**

 **Terraform**

 **CHEF**TM

 **CloudRanger**

 **ANSIBLE**

splunk[®]>



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Version 1 at a Glance



€195M
£166M



98%
Customer Retention



2000+
Employees in UK,
Ireland & India



500+
Customers



25 YEARS
Proving Value of I.T.



3
Leading Technology
Partners



**BEST LARGE
TECH COMPANY**
Digital DNA Awards 2021



12
Global Acquisitions

10 YEARS
Voted as a Great Place to Work





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Our Difference: Strength in Balance



Customer Success

Making a real difference through long-term, outcome focused relationships – success that fulfils our people and fuels our growth.

Empowered People

Deliberately selecting, empowering and trusting people who are wired to deliver customer success - an empowerment that drives customer loyalty and organisational strength.

Strong Organisation

A high-performing, financially strong organisation of the highest integrity – a strength that empowers our people and delivers customer success.



WATCH OUR DIFFERENCE



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TALK TO US: INFO@VERSION1.COM

ONE
ZERO
ONE

Podcast: version1.com/one-zero-one

Get all the latest news and insights from Version 1: linktr.ee/Version1Marketing



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