

## Smart Help Managed Services at Edens



### Industry:

Real Estate &  
Construction

### Employees:

201-500, 120 Users

### Software Footprint:

Oracle JD Edwards  
EnterpriseOne 9.1, Tools  
9.2

- Financial
- Real Estate  
Management

Windows 2012R2 / SQL  
2014 , WebLogic 12c,  
Everest SSO

Smart Help Managed Services support for JD Edwards CNC, Development and Application Support , TIDAL Scheduler support , SQL Support.

### Scope of Services

- Level 1 and Level 2 JD Edwards CNC support
- JD Edwards Development Support
- JD Edwards Application Support

### Challenges

- Establishing complete support model remotely with no onsite presence
- Accurately predicting the work efforts required.

### Solution

- Smart Help customer since 2014
- Executed three month pilot period to understand request volumes by area to help establish required team to provide effective support
- Used Smart Help Ticketing system for tracking and executing requests.
- Effective support across multiple areas under one monthly managed services solution.
- Added additional support areas in Year 2 and Year 3
- Used some of carry over Smart Help hours against 9.2 Tools Upgrade Project
- Seamless transition of support during tools upgrade due to familiarity of the system

Smart  
Help