

Bozzuto



Industry:

Real Estate

Employees:

1001-5000

Software Footprint:

JD Edwards 9.0, tools 9.2

- Finance
- Real Estate Management

Windows 2012 R2/ SQL 2014 , WebLogic 12c

Smart Help Managed Services support for JD Edwards CNC and Development Support

Project Scope:

- Level 2 JD Edwards CNC support
- JD Edwards Development Support

Challenges

- Establishing complete support model remotely with no onsite presence

Critical Success Factors

- Executed 3month 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.

Solution:

- **SmartHelp Customer since June 2013**
- Effective support across multiple areas under one monthly managed services solution.
- Executed two Tools Upgrade projects successfully (8.98 to 9.1.3 in 2014 , and 9.1.3 to 9.2 in 2016)

Smart
Help