Getting the Most from Technology with Technical / Performance Services

Today's business challenges require powerful, fully-leveraged technology solutions in order to make the best decisions while maximizing results. JDA Services can help you select and employ the best technology solutions for your environment. JDA's Technical / Performance Services is backed by over 20 years of supply chain system experience, the latest technological advances and industry best practices. These high-end, complementary services can be incorporated into an implementation or executed on their own:

- Performance Management
- Enterprise Security Planning
- Technical Upgrade Planning
- Comprehensive Systems Health Check and Architectural Review

Performance Management

Optimizing your JDA Software computing environment system resources and performance drives organizational efficiency and productivity. JDA can help resolve issues related to poor-performing batch processes, slow user-interface response times and other performance-related issues. JDA's proven performance management service methodology, tools and experience provide solutions to resolve common resource utilization issues including CPU, Memory, I/O and network connectivity. JDA Technical / Performance Services provides detailed analytical findings and custom reports that we review with you to help plan remedial actions. These services are offered in both new and existing implementations during key points.

Key Elements:
- JDA Software system tuning methodology introduction
- Initial system sizing and architectural design review
- Business design technical implication assessment
- Oracle layout and design support
- Weblogic, Websphere and Java tuning
- System server and storage design
- Performance test plan development
- Scripting and interface-related performance design review
- Process execution time baseline development
- Unit test performance review
- Online user response time profile baseline development
- Integration test performance review
- Data volume management tips and techniques
- Go-live performance audit and system maintenance planning
- Knowledge transfer

KEY TECHNICAL / PERFORMANCE SERVICES CAPABILITIES:

Performance Management

- Accurately assesses JDA Software solution component performance, identifies bottleneck sources and drives improvements
- Improves system response time and adherence to established service level agreement (SLA) performance
- Offers quantitative approach and stable performance in managing data volume increases
- Produces better and more cost-effective hardware utilization

Enterprise Security Planning

- Seamlessly integrates JDA Enterprise Architecture with your security infrastructure using industry-standard security best practices
- Provides application-level security planning, security testing support and Sarbanes-Oxley (SOX) compliance
- Improves system security and simplifies system and user management

Technical Upgrade Planning

- Provides infrastructure analysis and readiness planning
- Establishes data integrity requirements and migration plan
- Offers Web-based application and system administration toolkit
- Improves batch SLAs and overall system stability and scalability
- Simplifies integration to JDA Enterprise Architecture using high-speed Interior Gateway Protocol (IGP) data imports
- Introduces new features including user-defined tables (UDTs), custom processes and JDA change management

Comprehensive Systems Health Check and Architectural Review

- Offers overall online and batch system performance review as well as hardware architectural review
- Provides IT tooling review (database, system, job monitoring and management console software evaluation)
- Assesses and improves system stability, maintenance processes and scalability
Enterprise Security Planning

Developing a comprehensive strategy around application and global security policies is a crucial system and infrastructure management task. Our enterprise security planning service provides you with a comprehensive look at your JDA Software application security infrastructure within the context of your overall enterprise security policies and procedures. Leverage this service to help with security audits, minimize risk or to centralize your security infrastructure management. We can integrate your security infrastructure with JDA Software’s common security model using Lightweight Directory Access Protocol (LDAP), and also integrate with external Web-based portals run with Web-access control products including Netegrity SiteMinder (external Single Sign-On (SSO)).

Key Elements:
- Security planning presentation
- Project plan
- Integration mapping document for LDAP integration
- System test plan
- Security implementation and supporting configuration documentation
- Support for system security audits
- Customer acceptance and signoff sheet

Technical Upgrade Planning

Our technical upgrade planning service provides you with a comprehensive look at your existing JDA Software implementation and future JDA enterprise application landscape. Applications based on JDA Enterprise Architecture Version 7.4.x are architected for extreme scalability, enabling high-value optimization solution capabilities. JDA Software made major architectural and product changes to achieve this scalability and significantly improved performance for all forecast and fulfillment processes. These improvements resulted from adopting the latest System Runtime Environment (SRE) technology. Version 7.4.x applications also run on the latest platforms, including BEA Weblogic, the latest industry-standard Java architecture (J2EE) and Oracle database system.

Key Elements:
- Upgrade planning presentation
- High-level project plan
- Infrastructure and server sizing document
- Batch process overview document
- Test strategy and plan
- Risk identification and mitigation plan
- Customer acceptance and signoff sheet

Comprehensive Systems Health Check and Architectural Review

Routine maintenance and careful review of your systems by highly-trained and certified resources is imperative to maintaining their overall health and preserving your investment. JDA Software’s comprehensive systems health check and architectural review service analyzes the efficiency of your systems using a ground-up approach that focuses on commonly-faced issues. This analysis applies not only to your technical infrastructure, but also to the associated data interfaces and overall business processes.

Our JDA Software consultants apply their expertise and industry-proven best practices to ensure that small issues do not grow into large, costly problems as data volume and user counts increase. We proactively identify potential impact areas as you examine new growth opportunities and investment options in new, improved JDA Software solution capabilities.

Key Elements:
- System performance scorecard (batch and online)
- Prioritized impact analysis of system gaps
- Current state and growth-related hardware efficiency analysis
- Recommendations for improvement based upon current JDA and industry best practices
- Recommendation for JDA Software version adoption based upon customer’s current functionality usage and overall enterprise standards
- Backup and recovery plan
- Presentation of findings
- Customer acceptance and signoff sheet

About JDA Software Group, Inc.

JDA® Software Group, Inc. (NASDAQ: JDAS) is the world’s leading supply chain solutions provider, helping companies optimize operations and improve profitability. JDA drives business efficiency for its global customer base of more than 5,800 retailers, manufacturers, wholesaler-distributors and services industries companies through deep domain expertise and innovative solutions. JDA’s combination of unmatched services, together with its integrated yet modular solutions for merchandising, supply chain planning and execution and revenue management, leverage the strong heritage and knowledge capital of market leaders including Manugistics, E3, Intactix and Arthur.