

Why settle for ordinary when your implementation can be epic?



Epic serves organizations of all sizes with a focus on mid-market enterprises that are installing JD Edwards for the first time, upgrading or optimizing existing versions. While serving a number of core industries, the Epic team has significant experience helping some of the biggest names in the entertainment, manufacturing, consumer packaged goods, pharmaceutical, precious metals and construction industries.

Project Management

Our own metrics-based implementation and project-management processes are designed to best serve the client:

- Plan, control and track entire implementation and ongoing support
- Minimize total cost of ownership (TCO)
- Maximize return on investment (ROI)
- Meet the client's overall IT and business goals

Implementations and Upgrades

Whether implementing JD Edwards for the very first time or upgrading to the latest version, we have the expertise to ensure project success:

- Deep knowledge of applications and technology
- Use of proven implementation methodology
- SMART Assessments prior to upgrades

Application Configuration

No one knows JD Edwards software like we do:

- Knowledgeable consultants ensure applications are properly configured
- Focus on documentation and knowledge transfer

Application Development

Looking to extend outside the walls of your standard ERP functions? We can:

- Architect, manage and deploy cost-effective custom solutions
- Design and develop enterprise reports
- Develop interfaces
- Perform data conversions



S E R V I C E S

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System Administration

- Our technical resources are simply the best!
- Manage routine CNC tasks
- Troubleshoot complex performance issues
- Provide economical solutions to your JD Edwards administration requirements

Managed Services

We streamline your JD Edwards application and CNC administration by providing:

- Day to day application support for your end users
- Planned approach to IT projects
- Engagement allows the leveraging of multiple skill sets without passing the burden to the customers
- Application and testing of Electronic Software Updates (ESUs) and service packs.
- Scheduling and execution of administrative and routing tasks (e.g. package builds and deployments, version control and object change management)
- Performance tuning
- Technical troubleshooting and resolution
- ...and more!

Optimization

Reeling from the maintenance of an unsuccessful or over-modified configuration? Our experts have the software knowledge, business experience and proven methodology to maximize your JD Edwards investment to:

- Isolate system and business process problems
- Determine areas for improvement
- Implement the necessary changes properly - the first time!

Training

Our methodology is based upon an efficient 'train the trainer' approach providing:

- Project Team Training - Comprehensive and geared toward the core project team
- End User Training - Operational and role specific
- Consultative Training - One-on-one training with an Epic Functional Consultant
- Documentation - Tied to End User Training; 'how to' instructions by role

System Assessments / Audits

Is your system in need of a check up? Let Epic's experts take a look under the hood to ensure you are realizing maximum ROI from your JD Edwards solution to:

- Provide an unbiased and non-intrusive system audit & assessment
- Recommend practical solutions for improvement
- Validate a properly configured system

www.epictechnologyconsulting.com

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