



JD Edwards Support Options Narrowing?

Are you finding JD Edwards talent and services to meet your specific needs is becoming increasingly difficult to find?

The market for JD Edwards support options is getting smaller, and the quality of talent fewer. With a mix of acquisitions, bankruptcies and breakups over the past few years, JD Edwards users are finding that choices among third-party service providers are narrowing.

Compounding the JD Edwards support problem is that since the beginning of the economic slow down in the fall of 2008, an increasing number of JD Edwards users have become more reliant on the product because of its comparatively low cost of ownership. Also, Oracle's Applications Unlimited program, which pledges to provide support to users for the life of the product, has encouraged users to hold tight to the platform.

"What has surprised the market is how popular JDE still is," said Liz Herbert, senior analyst with Forrester Research Inc. in Cambridge, Mass., which released a report on the topic. "One of the reasons is its low cost of ownership because it is such a stable environment. But strategies among end-user companies are constantly changing when you look at the growth and consolidation going on in corporate environments. They still need talent among third-party service providers."

And that talent is dwindling. Many well known integrators specializing in JD Edwards have either dropped out of the market, or been acquired over the past few years by either larger systems integrators or companies wanting to break into that market.

"All of this means firms seeking JD Edwards talent are left with a much different landscape than the one they were familiar with five or 10 years ago when they last did a major JD Edwards project," Herbert said.

The good news, however, is that some very capable service providers remain, including CTCI's JDE Resource Services who have been focusing on the JD Edwards product since 2001, providing consulting, implementation and training services offering an attractive price-performance value.

"You are looking at the typical tradeoffs with the smaller providers," she said. "They tend to be more nimble and flexible to work with, but they tend to not have the deep pockets to invest in research to come up with as many innovations." according to Liz Herbert.

Herbert added that some of the larger Oracle partners derive relatively small revenues from supporting JD Edwards' installations and so are dedicating fewer resources to it.

With JDE Resource Services, a company can leverage their many years of JD Edwards system expertise and industry best practices, yet, they are small enough to provide exceptional focus and value to their clients.

Another factor that has siphoned technical talent from JD Edwards is Oracle's increasing emphasis on Fusion and an assortment of acquired products that integrate with E-Business Suite. Consequently, a number of service firms both large and small have switched their focus to these products, believing they will have more strategic value over the long term.

JDE Resource services will continue to focus on JD Edwards products from World to the most recent of 9.0. Whether you are looking for guidance and support with your JD Edwards implementation, support on troubleshooting system issues, upgrade strategy planning, consulting on business practices and processes and alignment with your JD Edwards system, remote system support, JD Edwards training, JDE Resource service consultants are available to assist your company with quality JD Edwards service.