

CLIENT



INDUSTRY



SOLUTION

JD Edwards EnterpriseOne and Comprehensive Managed Services

ABOUT

OUC provides electric, water, chilled water and/or lighting services to 246,000 customers in Orlando, St. Cloud and parts of unincorporated Orange and Osceola counties. OUC is also the second largest municipal utility in Florida and the 14th largest municipal utility in the country.

CHALLENGES

OUC is a long-time JD Edwards client and was seeking a managed services partner to manage support of CNC and other JD Edwards initiatives, including configuring business services, multi-foundation, mobile applications and upgrading Tools releases. They were looking for tier-1 support that would provide critical support for OUC and enable proficient response times with live specialists. OUC was also seeking support for daily maintenance routines with a live specialist on a 'call back' basis. Due to the nature of their business, and location, they needed dedicated resources with guaranteed response times, in the Eastern standard time zone. They are a 24/7 organization so they needed 24/7 support in order to best serve their community.

THE CSS APPROACH

After extensive research, OUC selected CSS as their Managed Services partner. CSS' extensive knowledge of CNC, along with more comprehensive knowledge of JD Edwards functional abilities across all modules and extensions, provided the guaranteed service OUC was seeking. CSS provides off- and on-site support, upgrade, workshop and system health support, incident tracking, system monitoring and comprehensive reporting. CSS' ability to be flexible to meet future anticipated needs, and provide high-availability support in the time zone in which they operate was critical.

RESULTS

The partnership between OUC and CSS is strong and long-term. CSS provides OUC with an extension of their IT team that fully supports JD Edwards and is ready to take on new challenges so that the internal team can stay focused on their strategic objectives. A 24/7 support model that pays attention to specific needs of their industry and clients; and gives OUC an onshore, tenured team of JD Edwards experts.

As a long-time JDE customer, we were seeking a partner who knew the solution fully – technically and functionally. CSS was able to provide the best JDE resources and meet all our needs across technical and functional aspects. They partner in every sense of the word.

Patricia Petrone
IT Manager



Improved quality assurance methodologies



Provides resource to recommend design and development technology alternatives



Offers development resources using JD Edwards Toolset



Provides implementation, technical writing and user training associated with system changes