



Support Services

PEACE  
OF  
MIND

“Procedo has delivered everything we have asked, sometimes in difficult circumstances. We now have the consultancy support with Procedo and good AS400 support. This way of working provides peace of mind, the ability to forecast costs and gives us the time to manage our business”.

*Neil Dodson, Argos Business Solutions*

## Support Services

Procedo's J.D. Edwards World and OneWorld support contracts are tailored to each client's needs, backed by a consultant team with many years of experience implementing, managing, and supporting solutions for the J.D. Edwards installed base.

Procedo's application support services cover all J.D. Edwards modules including Manufacturing, Finance, Distribution & Logistics and HR. Our technical support programmes include upgrades, World PTF and OneWorld service pack and ESU application, package build and deployment, operation and systems administration. Our custom modification services cover the initial specification, estimation and ultimate coding of modifications using the J.D. Edward conventions.

Procedo support is the ideal addition to your annual maintenance contract with J.D. Edwards. We encourage clients to retain this J.D. Edwards link to receive relevant software updates.



**"the recent database work and ongoing support undertaken by Procedo has paid for itself within 6 months"**

*Tim Bayes, Wendland Roofing Solutions*

**Email:** [info@procedo.ltd.uk](mailto:info@procedo.ltd.uk)

**Tel:** +44 (0) 800 093 9985

[www.procedo.ltd.uk](http://www.procedo.ltd.uk)

### **Procedo support contracts provide:**

- Access to a level of skill not practical or economic to employ in-house.
- Flexibility of resource to make changes to systems as required.
- Security of being able to ensure that systems and applications are monitored for stability and integrity.
- Accurate budgeting.
- Support in addition to the J.D. Edwards maintenance contract.
- A team that, because of the on-going relationship, develops a meaningful level of familiarity with their systems, business processes and in-house teams.
- Telephone support within an agreed Service Level Agreement.
- Email support for asking "what if . . ."
- Free account management with regular visits and telephone contact.

Procedo takes pride in developing in-depth knowledge of each customer's business to ensure that systems and software are set up in a way that will achieve the best results for that business over the long term.