Hardware and Software Hosting Considerations for
JD Edwards EnterpriseOne

An Oracle White Paper Written in
Collaboration with WTS, Inc.
March 2008
PURPOSE STATEMENT

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EXECUTIVE OVERVIEW: SWITCHING YOUR INFORMATION TECHNOLOGY FOCUS FROM PRESERVATION TO INNOVATION

Everyday businesses face demands for increased profitability, higher quality, and expedited product delivery for faster time-to-market. Because of these pressures, organizations are constantly searching for ways to trim costs and improve efficiencies. IT departments can be a significant factor in achieving these goals, if it can shift focus from maintaining existing technology to pursuing new initiatives like service oriented architecture, business intelligence, or customer relationship management (CRM), which can improve a company’s operations and therefore competitive advantage.

IT is often too busy managing and maintaining the existing technology investments—including JD Edwards’ software—to devote much staff time to buying hardware, deploying software, supporting the organization and training end users on new technology, no matter how beneficial it might be to the company’s bottom line. Before anything else, IT must handle the demands of data center management; installing and maintaining enterprise software; and hiring, training and motivating qualified employees.

Even while maintaining the existing technology, IT can fall behind because of the current rate of change in technology, the frequency of new releases from software vendors, and the long and costly implementation timelines required to install sophisticated enterprise software. The day-to-day maintenance tasks, upgrades, troubleshooting and end-user support can not be neglected. Hiring additional staff to relieve the workload isn’t an option because it runs counter to the organization’s attempt to cut costs and increase profits.

Yet without IT managing and supporting the existing technology and infrastructure, business would grind to a halt. The trick is to find a way to continue the necessary maintenance and management while also enabling IT to devote resources to new initiatives.

That is where outsourcing to an Application Service Provider (ASP) can help. An ASP can take over the daily maintenance of a company’s JD Edwards software, so the IT department is available to pursue those investments that
will support the company’s business goals. As an added benefit, because the
ASP is focused solely on providing these services, it can sometimes deliver
superior service compared to that provided by an in-house IT department at a
lower cost.

WHAT IS AN APPLICATION SERVICE PROVIDER?
Application service providers enable companies to outsource tasks related to
executing their JD Edwards applications by handling the maintenance and
management at an offsite location. Outsourcing or hosting is not a new
concept. The evolution of today’s global communications infrastructure has
facilitated the broadening acceptance of outsourcing enterprise solutions.
Application service providers offer a cost-effective method for delivering
enterprise application software while freeing internal resources to focus on core
business requirements. Among other services, ASPs offer software support,
hardware maintenance, business continuity, and communication services. ASPs
can also provide implementation resources, application support, training, and
custom development. There may also be vertical industry consulting available
from some providers.

Oracle provides hosting services through Oracle On Demand. Oracle On
Demand transforms the way organizations use technology by allowing more
 collaboration and innovation for better business results. This solution provides
JD Edwards’ customers the power to help accelerate business results, reduce
risk, and lower costs. With Oracle On Demand, your JD Edwards software is
managed by Oracle’s experts, optimizing your return on investment in IT while
empowering you to unlock more value from your Oracle solutions.1

HOW AN ASP WORKS
Access to data and infrastructure no longer requires the computer system to be
in-house. When a company uses an ASP, critical business applications are
typically housed in off-site data center locations without impacting access to the
information. Users access the systems through a secure network allowing on-
demand connectivity from work, home or the road when traveling outside the
corporate network.

As a result, ASPs handle many information technology tasks for their
customers, including delivering the JD Edwards applications, managing servers,
downloading software updates from Oracle, and applying hardware and
database updates from a manufacturer. Exactly which tasks are performed are
determined and agreed to by the ASP and the organization at the beginning of
the relationship. Many factors determine the structure of the hosting agreement
including which JD Edwards software products are hosted, the number of
users accessing the system, the length of the hosting agreement, and the
communications bandwidth selected for each user site.

1 For more information, go to www.oracle.com/ondemand.
OUTSOURCING VS IN-HOUSE IT SERVICES

Your organization should compare internal staffing and delivery capabilities with the services of an ASP to determine the value of outsourcing your JD Edwards’ applications and complementary products. You can start by comparing the categories of measureable delivery services listed in Table 1.

<table>
<thead>
<tr>
<th>Category</th>
<th>Outsourcing Service Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance</td>
<td>Data centers designed for remote user access with network and telecommunication connectivity created for performance, scalability, reliability beyond the typical business environment.</td>
</tr>
<tr>
<td>Operational Expertise</td>
<td>Providers have experienced IT professionals who manage the data center, network and operational functionality.</td>
</tr>
<tr>
<td>Application Expertise</td>
<td>Providers may have skilled application professionals who manage the JD Edwards software on behalf of its customers.</td>
</tr>
<tr>
<td>Disaster Recovery</td>
<td>Provider has comprehensive and effective disaster recovery plans, including off-site backup locations.</td>
</tr>
<tr>
<td>Environmental Controls</td>
<td>Environmental controls such as cooling, smoke and fire protection better than a typical business setting.</td>
</tr>
<tr>
<td>Security</td>
<td>Security includes physical security, firewalls, telecommunication routers, user access control, known user definition and password access.</td>
</tr>
<tr>
<td>Computing Power</td>
<td>Powerful computer systems deployed by providers are multi-processor, multi-server clustered machines that provide exceptional performance and sub-second response times for today’s sophisticated business solutions. A customer gets the benefit of high performance system operations without paying all the costs associated with these advanced configurations.</td>
</tr>
<tr>
<td>Monitoring</td>
<td>Network monitoring, application monitoring, and managed 24x7 operations are often a part of the Service Level Agreement (SLA) with the customer.</td>
</tr>
<tr>
<td>Costs</td>
<td>Outsourcing can be less expensive than hiring additional staff and lowers the risk a company faces when a specialized employee quits or retires.</td>
</tr>
<tr>
<td>Audit and Compliance</td>
<td>Benefit from industry best standards to satisfy requirements for compliance.</td>
</tr>
<tr>
<td>Change Management</td>
<td>Leverage existing processes, procedures for managing change.</td>
</tr>
</tbody>
</table>
CHANGE MANAGEMENT BENEFITS WITH HOSTING

Change management is the process of evaluating the impact of change to a system, determining its attainability, and planning for its success or failure. Companies often focus their attention on devising the best tactical plans to manage change to their JD Edwards configuration but often they do not have the experience and defined best practices to ensure that change is not disruptive to the organization. Working with a hosting provider can all but eliminate the uncertainty and potential disruption associated with change.

Change can include hardware, Oracle software, or IT support. The goal of change management includes supporting the process of change and enabling the traceability of changes. To succeed, you must have an intimate understanding of your systems configuration, repeatable and proven change management processes, and skilled JD Edwards’ resources to execute the change. Plans themselves do not ensure success; success is realized only through the sustained, collective actions of your staff that is responsible for designing, executing, and monitoring the changed environment.

Change management can deliver operational benefits by improving system stability and scalability and thereby satisfying future requirements of your customers. When evaluating the change management benefits from your JD Edwards provider, their procedures should include processes that support customer initiated requests such as ESUs and ASUs, project management best practices that will coordinate with the customer and internal operations organization, authorization for provider initiated change requests for OS level changes, maintenance, or hardware replacement, quality assurance and testing post change, and finally monitoring and internal audits performed to verify that all changes to the customers JD Edwards EnterpriseOne configuration has been authorized. Additionally, these procedures typically include estimated timelines to support your desired change.

Systems configured for production support of the user community must change over time or they become less useful. With the complexity of enterprise systems, your systems operations will benefit from resources that can minimize the risk of change and simplify the management of change. Efficient and effective change management is a key solution you will receive from any qualified hosting provider.

CALCULATING TCO OF ON-DEMAND APPLICATIONS

According to technology consultant The Yankee Group, almost 50 percent of medium sized businesses and mid-market enterprises want on-demand solutions for financials (accounting), CRM, inventory management, and merchant services. This alternative delivery model is viable only if the solution provides your users with the desired software capabilities, the delivery schedule meets the timeline requirements of the implementation, if the organization

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2 Yankee Group, “Appeal for On-Demand Solutions is Expanding”, May 2005
finds the pricing to be affordable, and the solution does not require additional IT staff.

You should measure your software, hardware and staffing costs over a three to five year period for a true cost comparison. Include in this comparison the costs for similar internal solutions that include:

- Data center build-out and on-going maintenance
- Hardware and hardware maintenance
- Application support
- Additional IT staff including CNC support
- Complementary product support
- Upgrade and migration costs
- End user training
- Replacement costs for obsolete technology
- Annual auditing and compliance requirements
Case Study - Large Multinational Moves to Hosted Environment

A JD Edwards EnterpriseOne customer recently measured their benefits in terms of lower annual costs, increased revenue, and cost avoidance. The results are listed in Table 2.

<table>
<thead>
<tr>
<th>Company Profile</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Revenue</td>
</tr>
<tr>
<td>Facilities</td>
</tr>
<tr>
<td>Geography</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>User Community Profile</th>
</tr>
</thead>
<tbody>
<tr>
<td>Named</td>
</tr>
<tr>
<td>Concurrent</td>
</tr>
<tr>
<td>Self-Service</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Savings (Operational and Capital)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capital Cost Avoidance</td>
</tr>
<tr>
<td>Help Desk and IT Staff</td>
</tr>
</tbody>
</table>
DETERMINING COSTS OF SOFTWARE MANAGEMENT

If you are reluctant to outsource management of your JD Edwards software due to cost concerns, making a full assessment of your current information technology expenditures is a must. You will probably discover that outsourcing not only increases performance and lowers the time IT spends on mundane tasks; it can save money and make monthly expenses predictable too. If you decide to do a cost analysis, here are a few factors to consider when determining the true cost of managing JD Edwards’ software.

Budget changes occur with each new hardware or software upgrade, implementation, and hiring decision. Equipment and facility costs are easily quantified, but other costs such as downtime, end-user support, and specialized software or hardware needs can add new and unplanned expenses to your project. Review the Total Cost of Ownership (TCO) or Return on Investment (ROI) models used by these operational experts. Measure your software, hardware and staffing costs over a three to five year period for a true cost comparison.

When migrating from legacy applications to today’s open system solutions, infrastructure demands can be the biggest unknown to an operational manager. The total cost of acquiring hardware can be calculated from minimum technical requirements provided by the software vendor. However, what many fail to measure is the future cost of communications, infrastructure, performance and scalability required to meet the demands of a growing business. It is often difficult to measure the cost of operational excellence without the benefit of historical trends and prior support experience.

Staffing for hardware, data center management and end-user support requires specialized knowledge of JD Edwards’ products and platforms. The cost and availability of the human resources needed to manage these products are often influenced by geographic location, desired operating platform and economic factors. Outsourcing might provide you with access to a depth of JD Edwards’ knowledge without bearing the full cost of these resources.3

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3 Do a quick computation of potential ROI at www.wts.com/tco
CHOOSING A JD EDWARDS-FOCUSED ASP

Three Core Characteristics of an ASP

If you have determined that outsourcing the management of your JD Edwards software makes business sense, your next step is to choose an applications service provider. By entrusting a mission-critical task to a third party, knowing how to qualify the various service providers is also critical. Your provider should be:

- **Focused** – When your provider is focused exclusively on JD Edwards software, they are going to have unparalleled expertise and experience compared to vendors that host more than one type of software.
- **Agile** – Change is the norm in almost every industry these days. Your provider should be flexible and agile to adapt to your changing business situation when necessary. A provider should be capable of scaling your system requirements to align with your future business growth.
- **Proven** – If your provider does not keep your JD Edwards software operating at peak levels (e.g. always current, with minimal downtime) it is your business that will suffer. Look for a provider with proven experience, tested processes that align with your business requirements, and a consistent, long-term track record with JD Edwards’ software.

Evaluating an ASP

The decision to outsource the management of your JD Edwards software is typically shared between a financial decision maker (CEO, CFO or Vice President of Finance) and a senior IT executive (CIO or Vice President of Information Technology). Organizational goals aligned to your outsourcing decision can include:

- Spending less time managing availability, performance, and updates;
- Improving security;
- Having experts manage future upgrades – including Fusion releases; Benefiting from industry best standards to satisfy requirements for compliance;
- Achieving predictable and lower total cost of ownership;
- Spending less time worrying about downtime or disaster recovery;
- Continuous improvements that leverage your investment in JD Edwards allowing your organization to get more out of your software

Questions important to each executive might differ. Table 3 lists questions typically asked by financial executives while Table 4 lists those from technical managers. A thorough evaluation is absolutely necessary. Remember you are considering letting another organization host and protect one of your most important assets – your data.
### Table 3 – Financial Management Questions for Vendor Selection

**Focused on one Enterprise Solution Family?**

1) Does the provider focus solely on JD Edwards EnterpriseOne and JD Edwards World software?

2) Does the provider have application support skills for your JD Edwards EnterpriseOne or JD Edwards World software?

3) Can the provider demonstrate the technical skills required to support your JD Edwards EnterpriseOne or JD Edwards World solution?

4) What is the provider’s relationship with Oracle? How long has the ASP been involved with Oracle and at what level?

5) Does the provider staff its own employees for support or is this service provided by a third-party?

6) Does the provider manage its own data centers?

**Agile for Your Growth and New Software Releases?**

1) Do solid business plans exist for growing the current infrastructure to meet future demands?

2) Can you provider offer operational platforms that align with Oracle’s technology strategy, including Oracle database?

3) Can the provider offer the support and services required for every user at all geographic areas?

4) Can the provider support multiple contact methods like phone calls, email and faxed requests?

5) Is the provider up-to-date on Oracle’s future software development plans for JD Edwards?

**Proven Record of Delivery and Financial Strength?**

1) Does the provider have an industry-recognized reputation for delivering hosted JD Edwards solutions?

2) How many customers are currently hosted and what references can they provide? These customer references should have more than 12 months experience working with the provider.

3) Does the provider supply audit results that meet your compliance requirements?

4) Does the provider have a strong financial model?
### Table 4 – Technical Management Questions for Vendor Selection

**Focused on one Enterprise Solution Family?**

1. What Oracle software products does the provider host?
2. What complementary products are hosted by the provider?
3. For employees in the provider’s customer support and information technology departments, what is their work history with JD Edwards’ products?
4. Does the provider have project plans and customer implementation history for migration of your organization to a hosted JD Edwards EnterpriseOne or JD Edwards World solution?
5. What controls are used by the provider for asset management and security?

**Agile for Your Growth and Technology Requirements?**

1. How many different hardware and database platforms are managed by their operational staff?
2. What performance guarantees are provided in the SLA?
3. How are after hours support requests handled?
4. Are escalation procedures defined for high priority needs?
5. What communication providers support the existing customers’ network connectivity requirements?
6. How does the provider handle business continuity requirements?
7. Are High Availability solutions available to support businesses that need limited planned downtime?
8. Do their recovery solutions meet your Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO)?

**Proven Record of Delivery and Technical Strength?**

1. How often is the data center audited and what type of audit is conducted?
2. Are their data centers in different geographic and seismic locations?
3. Who are the providers preferred hardware vendors?
4. Does the provider have technical skills to support complementary products?
5. Does the provider have a positive record on customer data security?
6. Can customer references provide input on recovery testing and results?
7. Has the provider tested their recovery plans with the last calendar quarter?
8. What is the data restore frequency to the disaster recovery site?
Simplifying JD Edwards System Management

For many companies, finding the technical resources to manage their JD Edwards EnterpriseOne applications can be difficult because these people are both uniquely qualified and hard to come by. Even if CNC (Configurable Network Computing) resources are abundantly available in your region, hiring and keeping an on-site, full-time employee is expensive and uncertain. Companies spend a significant amount of time and money to find someone with just the right skill set, and a better paying position at another company lures that person from the team.

The difficulty inherent in retaining skilled employees and the need to focus on strategic initiatives are two reasons some companies choose to partner with a service provider. Other technical reasons businesses choose outsourcing include:

- Operational constraints with current hardware configurations
- Managing JD Edwards EnterpriseOne software updates
- Resolving performance issues
- Security management
- Lack of resources to perform software upgrades or a migration

Most companies find that a managed solution delivers improved operational efficiency, allowing key internal resources to focus on strategic business requirements while lowering total cost of ownership.

DISASTER RECOVERY IS NOT AN OPTIONAL SOLUTION

It is estimated that companies spend up to 25 percent of their budgets on disaster recovery planning4. Companies that strategically choose to outsource the management of their JD Edwards applications may have a disaster recovery solution included in the services provided by their ASP. And if partnered with the right provider, this solution may include semi-annual tests performed that satisfy the compliance requirements of your auditors.

The statistics on not having a disaster recovery solution are telling. For companies that had a major loss of computerized records, 43 percent never reopen, 51 percent close within two years, and only 6 percent will survive long-term5.

In today’s time sensitive and data dependent economy, every company should have a documented and tested disaster recovery solution. Your organization needs uninterrupted access to business critical data and the systems that support your business processes.6 A relationship with a JD Edwards provider

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5 See Disaster Recovery on Wikipedia en.wikipedia.org/wiki/disaster_recovery
6 For more information on disaster recovery planning, go to www.wts.com/dr
could provide your organization a reliable recovery solution, eliminating the costs of duplicating internal systems and providing answers for staffing concerns and geographic risks associated with a regional disaster.

**WHEN OUTSOURCING IS NOT AN OPTION**

Outsourcing does not work for every business model. If your company would like to shift IT focus from maintenance to strategic initiatives, but having your data center hosted off-site isn’t an option, consider Remote Applications Management.

Remote Applications Management is a cost-effective alternative to having your technical staff manage your JD Edwards solution. These resources work remotely to provide the specialized skills required to support the software, including downloads (ESUs, ASUs and Service Packs), tools release updates, package builds, deploys, performance monitoring, and other application management functions. The Remote Applications Management resource accesses your system using secured connectivity and a user profile with security levels defined by you. The work responsibilities and assignments are pre-defined by business needs, and often involve maintenance time beyond an organization’s standard hours of operation.7

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7 For more about reducing the IT time required to manage JD Edwards EnterpriseOne, see the WTS whitepaper “Simplifying the Complexity of JD Edwards Software Maintenance” at [www.wts.com/apps_management.htm](http://www.wts.com/apps_management.htm).
ABOUT WTS, INC.

WTS, Inc. (www.wts.com), the leader in application hosting and managed disaster recovery services for Oracle's JD Edwards enterprise software, provides a wide range of services for JD Edwards EnterpriseOne and JD Edwards World customers including:

- Hosting
- Disaster recovery and business continuity
- Remote Applications Management
- Complementary product support

WTS customers benefit from an industry-leading and proven solution that increases efficiency, enables business and technology change, and reduces IT risk. Oracle holds a significant equity interest in WTS. Founded in 1997, WTS is a privately held corporation with facilities in:

- Seattle, Washington USA (headquarters)
- Denver, Colorado USA (regional office on Oracle Campus)
- Tukwila, Washington USA (data center)
- Denver, Colorado USA (data center)

WTS and JD Edwards System Management Outsourcing

By outsourcing maintenance and management of JD Edwards’ software to WTS, IT staffs can switch their focus from time-consuming maintenance to more valuable tasks and initiatives. And the software will operate at an optimal level beyond what an organization could accomplish on its own at a lower cost.

Focused – WTS provides hosting services (Oracle On Demand) for JD Edwards’ software only. That means WTS devotes all of its resources to improving the knowledge of our application and technical teams along with staying current on JD Edwards changes to the JD Edwards product family. This focus gives WTS the ability to develop the industry’s highest quality best practices and change management procedures.

In addition, WTS has more than a partner relationship with Oracle. WTS is the only JD Edwards service provider partly owned by Oracle. Technical staff at WTS, many of whom have come from JD Edwards, maintain working relationships with key resources in JD Edwards engineering and customer support. These relationships allow WTS provide unmatched software support experience that directly benefits the applications management customer. With a WTS branch office on the Oracle campus in Denver, access to subject matter experts is literally a short walk away.

Agile – WTS expects change to occur in every new release of JD Edwards’ software and in your business requirements. WTS works closely with Oracle to
beta new software releases and to provide input on enhancements to the technical tools that support change management processes. WTS’ ability to keep current with application technology delivered by Oracle is directly tied to success in meeting software update processes and system availability requirements for each customer. WTS also provides comprehensive support and services to all users at all geographic areas, and supports multiple contact methods including phone calls, email and faxes.

Proven – WTS has been hosting JD Edwards EnterpriseOne and JD Edwards World software longer than any other provider. WTS hosts over 50 enterprise customers, ranging in size from $25M to over $3B, with a user base exceeding 8,000 users across 17 time zones, and provides hosting services in industries across many JD Edwards verticals, including:

- Chemicals Manufacturing
- Consumer Products – Consumer Packaged Goods
- Consumer Products – Food and Beverage Producers
- Engineering and Construction (including Architecture (AEC))
- Life Sciences
- Manufacturing
- Natural Resources – Mining
- Oil and Gas
- Professional Services
- Real Estate – Commercial Property Management
- Wholesale Distribution

**WTS and SAS 70 Certification for Sabanes-Oxley Compliance**

Under U.S. Federal law Sarbanes-Oxley’s Section 404, the management of publicly traded companies must take personal responsibility for the effectiveness of internal control over financial reporting, including controls at companies to which they outsource IT operations. A SAS 70 report validates a service organization has been through an in-depth audit of their information technology control objectives and processes. These audits demonstrate that a service organization has adequate controls and safeguards in place when they host or process data belonging to their customers. This audit is recognized by the U.S. Securities and Exchange Commission (SEC) as an acceptable method for management at publicly-traded companies to obtain assertions about their service organization’s controls without conducting separate audits.

WTS completes a SAS 70 Type II audit annually.
CONCLUSIONS

Outsourcing the maintenance and management of your JD Edwards software enables your IT staff to focus on higher priorities, such as pursuing strategic initiatives inline with your business objectives. Outsourcing can also lead to improved performance, enhanced security and disaster recovery planning, and lower costs. Although the idea of outsourcing mission-critical operations might at first seem counter-intuitive for an organization that is used to handling all IT tasks in-house, the benefits of outsourcing make the decision worth considering.

ACRONYMS AND ABBREVIATIONS

AEC Architecture, Engineering and Construction industry
ASP Application Service Provider
ASU Application Software Update
CNC Configurable Network Computing
CRM Customer Relationship Management
ESU Electronic Software Update
RAM Remote Applications Management
ROI Return on Investment
RPO Recovery Point Objective
RTO Recovery Time Objective
SAS Statement on Auditing Standards
SLA Service Level Agreement
TCO Total Cost of Ownership
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