

# Spinnaker Support CNC Monitoring Solution

## Sustaining Uptime and Improving Process Efficiency through The Combination of CNC Managed Services and Advanced, 24/7 Monitoring

### OVERVIEW OF THE SOLUTION

Proactive monitoring is essential to ongoing performance and capability adjustments. As part of our JD Edwards EnterpriseOne (E1) CNC managed services packages, Spinnaker Support offers cost-effective, cloud-based monitoring for the entire OneWorld ecosystem or for elements of the system, i.e., the core E1 servers. This 24/7 service includes the installation and configuration of the LogicMonitor™ tool, customized alert routing, ticket system integration, and historical-based data analysis to predict and prevent future performance issues.



### THE CHALLENGE

**System monitoring can be a time-intensive, expensive, and fairly monotonous task.** Managing your own, on-premise monitoring solution requires knowing the details of the E1 ecosystem and what metrics and events are important. Do-it-yourself monitoring also can require specialized training, take weeks or months to install and configure, and tie up your Network Operations team with regular maintenance and updates.

While Oracle offers out-of-the-box-monitoring, it is limited to a high-level overview of a specific Oracle product. Oracle's proprietary solutions offer few APIs to third-party tools, severely limit the retention of historical data, come with no training, and rely primarily on self-search for support issues.

You can purchase add-on modules from Oracle to provide granular monitoring capabilities, but this is costly, billed per datapoint ingested and data points analyzed. As a result, many JD Edwards customers with limited resources either resort to manual, point-in-time monitoring or choose to forgo proper monitoring altogether.



### THE SOLUTION

**For these reasons, many enterprises are turning to Spinnaker Support for monitoring their E1 ecosystems at an affordable price point.** Using the advanced feature set of LogicMonitor, we deliver better monitoring, enhanced by new technologies that provide complete, automated coverage and insights.

We offer two CNC managed services packages with LogicMonitor for JD Edwards customers.



MONITOR &  
ADVISE

**NEED:** You want to outsource proactive, around-the-clock performance monitoring with immediate notification of performance issues your internal staff should address.

**EXAMPLE FEATURES:** General System Monitoring (24/7), JDE Services Monitoring, Print Queue Monitoring, Job Queue Monitoring, SPC Oversight



MONITOR &  
OPERATE

**NEED:** You want to outsource around-the-clock performance monitoring and the day-to-day management of your basic IT operational functions and technologies.

**EXAMPLE FEATURES:** All features of Monitor & Advise package, plus Package Builds, Technical Help Desk Support, System Management, User/Role Security, Vacation / After Hours Coverage, System Restarts, Reactive Ticket Response

## THE MONITORING TECHNOLOGY: LogicMonitor

Spinnaker Support is a certified partner of LogicMonitor, an advanced, no-agent, cloud-based tool that allows for secure monitoring of servers, VMs, network devices, and applications. With LogicMonitor, we can observe and assess the entire JDE ecosystem, from the E1 application to the printers and databases to third-party integrations like FormScape and DSI.

With LogicMonitor, Spinnaker Support engineers can view everything in your IT stack, in one platform, automatically correlating data to provide answers on how to model, avoid issues, and optimize your IT environment.

### TOP BENEFITS

- **Full view of your ecosystem** – LogicMonitor is not limited to one tier (server, network, database), nor is it limited to one vendor (see dashboard example to the right)
- **A collaborative dataspace** – All teams view the same data, which helps to reduce troubleshooting and improve resolution across functional areas
- **Analysis based on history** – Retains one year of data for review and troubleshooting after an incident, and the baseline data and trends enable forecasting and planning for future changes
- **Installation and configuration included** – Spinnaker Support's certified staff handles the setup and administration
- **Fast response with no more middleman** – With alert routing and ticketing integration, your IT department no longer has to hand off issues from the end user to Spinnaker Support



### TOP FEATURES

- **24/7 Monitoring** of your system by our certified JD Edwards team
- **Alert routing** directly to the responsible team or best-suited individual
- **Read-only monitoring** means that unauthorized users cannot change monitored systems
- **Ticketing integration** directly with Spinnaker Support's JIRA system for critical P1/P2 events
- **No agents to install** on the monitored system, so no impact to system performance

### TECHNICAL REQUIREMENTS

- Installs on any system
- Compatible with all browsers

“With our limited resources, it is reassuring to have Spinnaker Support's 24/7 CNC managed services and monitoring working with us. Through automated alerts, their global JD Edwards team often fixes a CNC issue before we're even aware of it! The high quality of attention and service benefits both our internal business owners and our Jacobus customers.”

— Roxanne Sikraji, Director of Technology, Jacobus Energy

For more information on product details and pricing, [contact Spinnaker Support today.](#)

### ABOUT US

Spinnaker Support is a leading global provider of third-party support, managed services, and consulting for mid-size to Fortune 100 global enterprises. Oracle, SAP, and Salesforce customers benefit from more responsive, comprehensive, and affordable services for their enterprise applications and technologies. Whether you need immediate help for high-priority issue resolution, ongoing monitoring and development, or project-based consulting, we have you covered. Our exacting standards and unparalleled expertise have earned us the trust and loyalty of more than 1,100 organizations in 104 countries.

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