

PRODUCT DATA SHEET

SUPPORA CARE

Your Managed Service for JD Edwards EnterpriseOne

Suppora Care is the all-inclusive managed service for JD Edwards EnterpriseOne. We take over daily JDE operations, monitor 24/7, and optimise proactively – with access to our complete Opero product suite. One contact, one contract, three scalable packages.

- ✓ Fixed monthly engineer capacity (12 / 40 / 80 hours)
- ✓ Sev1 response from 4 hours – up to 24/7 on-call
- ✓ Opero products included: OperoGuide, OperoBoard, OperoStudio, OperoOps
- ✓ Term discounts up to 18 % · Setup fee –50 % from 36 months

THREE PACKAGES

Essential € 2,500/mo

Professional € 6,000/mo

Enterprise € 11,500/mo

 **3** Care packages scalable

 **24/7** Availability optional Enterprise

 **1h** Sev1 response from Professional

 **80h** Engineer capacity with Enterprise

What Suppora Care Delivers

Six core services. One contract. One contact.

PROACTIVE MONITORING

OperoOps 24/7

Round-the-clock monitoring of system, UBE, DB, security, and EDI. Alerts via Teams, Slack, email, or SMS.

USER SUPPORT

OperoGuide included

Context-sensitive AI help for JDE users in 19 languages. Internal process documentation integrable.

BUSINESS ANALYTICS

OperoBoard dashboards

19 ready-to-use dashboards for Sales, Finance, Inventory, Production, Procurement. From Professional package.

DATA SELF-SERVICE

OperoStudio access

Data Modeller and Extractor for controllers and power users. Excel and CSV export with cron schedule. From Professional.

ENGINEER CAPACITY

Fixed hours per month

12 / 40 / 80 engineer hours monthly for changes, optimisations, consulting – unused hours transferable (max. 20 %).

PRIORITY SUPPORT

SLA

SLA-based

Dedicated contact, defined response times, escalation process. 24/7 on-call from Enterprise.

Why Suppora Care?

One contract instead of many licences. One contact instead of hotline roulette. Fixed costs instead of surprises.

Who Benefits from Suppora Care

Three typical customers. Three matching Care packages.



IT Manager, Mid-Market

Care Essential – Basic protection and relief.

PROBLEM

JDE operations tie up the small internal IT team. JDE know-how is scarce in the labour market and training is expensive.

SOLUTION

Suppora Care Essential takes over basic monitoring, user support, and standard optimisations. 12 engineer hours per month for individual adjustments.

RESULT

Internal IT can focus on strategic projects. JDE runs reliably without internal specialists.



CIO, Industrial Group

Care Professional – Higher availability and business visibility.

PROBLEM

JDE is business-critical. Every hour of downtime costs revenue immediately. Business departments increasingly demand data access and real-time dashboards.

SOLUTION

Suppora Care Professional with 1h Sev1 response, 40 engineer hours per month, plus OperoBoard dashboards or OperoStudio analytics for the departments.

RESULT

Higher availability, direct data transparency for departments, fewer IT tickets, more trust in JDE as a business-critical system.



CFO, International Group

Care Enterprise – 24/7 operations and full transparency.

PROBLEM

Multi-country JDE with 24/7 operations, tough audit requirements, and internal SLAs to the departments. Standard support isn't enough.

SOLUTION

Suppora Care Enterprise with a dedicated team, 24/7 on-call, 80 engineer hours per month, custom dashboards, and access to the full Opero product suite.

RESULT

Group-wide reliable operations, full transparency for auditors and executive board, dependable internal SLAs to the departments.

Response Times and Onboarding

Defined SLA times. Clearly structured onboarding process.

Response Times by Severity

Severity	Essential	Professional	Enterprise
Sev1 – critical (system down)	4 hrs	1 hr	1 hr + 24/7
Sev2 – high (core function affected)	8 hrs	4 hrs	2 hrs
Sev3 – medium (standard request)	24 hrs	8 hrs	4 hrs
Availability: Mon–Fri 08:00–18:00 (Sev1 around the clock from Professional). Enterprise with 24/7 on-call optionally bookable.			

Onboarding Process

- Kick-off**
Getting to know team and system. Defining contacts and escalation.
- Assessment**
Inventory of JDE landscape, history, open issues, risks.
- Setup**
OperoOps agent installation, configure dashboards, set up alerts.
- Go-live**
Monitoring goes live, user training, first service report.
- Regular operations**
Monthly reviews, quarterly reports, continuous optimisation.

Deployment Model

Suppora Cloud

Fully managed at IONOS Germany. Highest data protection standards. Standard with all Care packages.

Customer Cloud

Deployment in your own cloud (AWS, Azure, OCI). Suppora manages operations.

On-Premise

Installation on your servers. Available from Care Professional. Suppora takes over remote operations.

Choose the Right Edition

Three clearly structured packages. All prices net, excluding VAT.



Essential

Basic protection for small
JDE environments.

€ 2,500

per month

plus € 3,500 setup

12-month minimum term

- ✓ 12 engineer hours per month
- ✓ Sev1 response: 4 hours
- ✓ User support (Mon–Fri, 8am–6pm)
- ✓ OperoGuide included (up to 50 users)
- ✓ OperoOps Cloud included (3 servers)
- ✓ Monthly service report
- ✓ Contact on business days



Professional

Higher availability
and business analytics.

€ 6,000

per month

plus € 6,500 setup

12-month minimum term

- ✓ 40 engineer hours per month
- ✓ Sev1 response: 1 hour
- ✓ User support incl. Sev1 24/7
- ✓ OperoGuide included (up to 250 users)
- ✓ OperoOps Cloud included (8 servers)
- ✓ Choice of OperoBoard or OperoStudio
- ✓ Monthly business reviews



Enterprise

24/7 operations and
full Opero Suite.

€ 11,500

per month

plus € 12,000 setup

24-month minimum term

- ✓ 80 engineer hours per month
- ✓ Sev1 response: 1 hour + 24/7
- ✓ Dedicated contact
- ✓ OperoGuide included (unlimited)
- ✓ OperoOps unlimited servers included
- ✓ OperoBoard + OperoStudio complete
- ✓ Custom dashboards + custom extractor
- ✓ Quarterly executive reviews

Term Discounts

12 months = 0 % · 24 months = –7 % · 36 months = –12 % + setup fee –50 % · 60 months = –18 % + setup fee –50 %

♥ All Opero products included – with no additional licence costs.

Book a consultation: cal.eu/suppora/15min · +49 6241 85 72 36 0

Book