

Unburden your business

Managed services
functional (MSF) for
JD Edwards

Unburden your business with Quistor MSF

Managed Services Functional (MSF) support

The functional support of your JD Edwards ERP system is the backbone of your business' administration. The reliability of your system is key. However, it takes time, money, and effort to maintain it effectively. Outsourcing your functional support is a great option and comes with countless benefits for your organization.

How does Quistor MSF work?

1. Establish your support areas

Our Managed Services Functional (MSF) support packages are tailored to your business needs.

2. Calculate your support needs

Forecast your support needs by using our Functional Support Calculation Tool.

3. We'll take care of everything

Quistor's certified JD Edwards consultants will ensure the functional support of your organization runs smoothly.

4. Adapt if necessary

Our approach is flexible and adaptable to support your business's changing needs.

5. Monthly support review

We will provide a detailed review of our performance, to be discussed by both parties, on a monthly basis.

Benefits



Permanent or temporary 24/7 support



Certified JD Edwards experts



Proactive approach



Focus on your core business processes









Resolve issues quickly and efficiently



Cost-effective solution

Establish the Support Areas

Our MSF catalogue lists all our service offerings. We understand that every business has specific needs and requirements, that's why we offer a tailored and adaptable service with your business in mind.

 Managed Services Functional	 End-user support	1st/2nd line Support	Staff augmentation	Period-end support	Change Requests	Localizations Support
	 Setup & Maintenance	CoA, BU, AAI, UDC, etc.	UBE/EDI Enhancements	Translations	Payment Terms	Menu & version creation
	 Master Data Management	Data conversions	Item Master Branch/BOM	After go-live support	Add new customers, suppliers, etc.	Integrity checks
	 Add-on Services	Security as a Service (Q Software)	Self Service Password Reset	Reporting as a Service (DAS)	Testing as a Service (DWS)	BCM
	 Additional Services	Authority regulations SEPA, IFRS16	UDOs Orchestrator	BI Publisher	International Training Center	Setup Documentation

Calculate Your Support Needs

Quistor has developed a Functional Support Calculation Tool, to help you make a well-informed decision with regards to your support needs. This tool allows you to calculate your support needs based on our service catalogue, which contains over 250 different support services. With the outcome you will be able to:



Accurately calculate your support needs per area during a selected period of time.



Review your organization's internal capabilities.



Choose which services you would like to keep internal, and which you need to outsource.



Scale up or down as required.



We'll take care of everything

Why Quistor?

Since 2005 Quistor has provided superior functional support for JD Edwards to service a global customer base.

We will work with you as a strategic partner, frequently reviewing the successes, areas of improvement and how we can further maximize your JD Edwards system for the future. Transparency is key.

Quistor strives for continuous improvement across all aspects of its own processes and service delivery, ensuring our customers receive the highest quality service offering.



Complete
service
catalogue



100% satisfied
MSF customers



Custom support
for each customer



Certified JD
Edwards experts



Multilingual
support



Your trusted
partner

QUISTOR @

ITG International
Technology Group Member



info@quistor.com



+31 164 213 300



www.quistor.com