



**MOVE BEYOND  
TRADITIONAL SUPPORT  
AND UNLOCK MAXIMUM  
VALUE FROM JD EDWARDS**

Helping you achieve increased success

# UNLOCK THE POTENTIAL OF JD EDWARDS

We deliver world leading, premium support and managed services that unlock the full value of JD Edwards. We enable your business to move past traditional maintenance and evolve in the areas that provide real value, to help you achieve your business goals.



## Oracle JD Edwards support when and where you need it.

We provide 24/7/365 support for Oracle JD Edwards in all major languages. Users can log tickets via phone, email or Zendesk. We guarantee response and resolution times and if we fail, your fee is credited.



## We are trusted by worldwide organizations.

We work with a range of SMBs and global companies to improve their use of JD Edwards software.



## We complement your existing technical team.

We provide support packages tailored exactly to your business needs, whether you need to fully outsource your IT Support, or complement and strengthen your existing IT team.



## We work beyond Oracle JD Edwards.

We support all third-party applications and the entire user experience. When you first come on board as a customer, we look at the other applications you are using, and provide support on those as well.

## DEDICATED SUPPORT, PERSONALISED TO YOUR BUSINESS

To unlock value, we get to know your business inside out.

Our expert support specialists are dedicated to the success of your business and our approach ensures close, personal relationships with named support specialists who have an innate knowledge of your local region.

## A SIMPLE PRICE PLAN & UNLIMITED USE

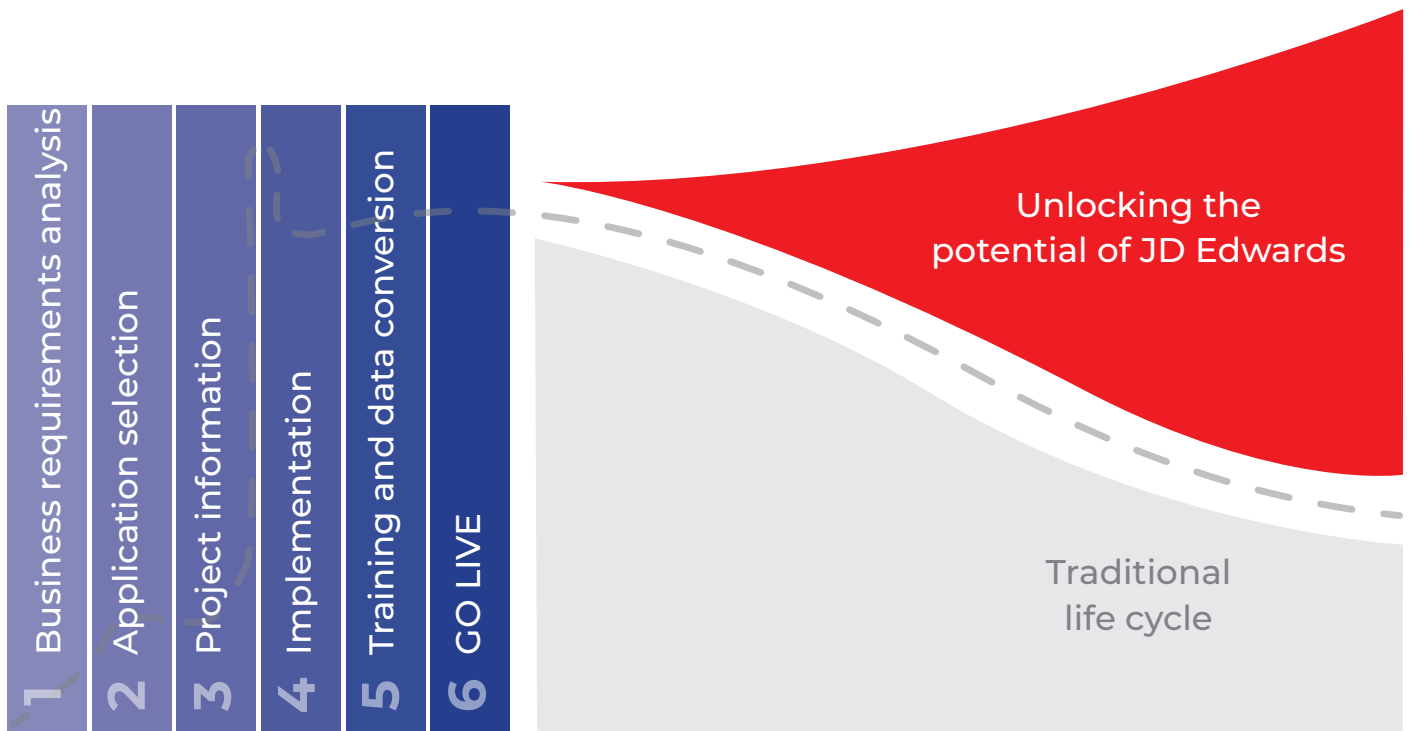
We charge an agreed subscription per user per month, allowing unlimited use of our helpdesk services.

Unlike other providers, we actively encourage you to use our services more. The more you use us, the more we improve your system. This model incentivizes us to improve your JD Edwards install and train your users to drive down the number of tickets logged.

Whatever or whenever the issue, your users are supported. Our approach ensures immediate access to a single point of contact, enabling complete support for JD Edwards and all 3rd party applications within your business.

Technical and application helpdesk support for the full range of JD Edwards applications and releases:

- EnterpriseOne Releases: 8.9, 8.10, 8.11, 8.11SP1, 8.12, 9.0, 9.1, 9.2
- OneWorld Releases: B7332, Xe, 8.0
- World Releases: A7.3, 8.1, 9.X and all CUM Levels
- Databases: Oracle, SQL Server, DB2/400



## UNLOCKING VALUE

The challenge for most CIOs is how to leverage an IT budget to at least maintain value and ideally, to enable positive and valuable change within the organisation. We enable our clients to move beyond 'traditional' support and maintenance and help them unlock maximum value from JD Edwards.

As well as delivering the comprehensive, premium support that your business requires, Redfaire Global Support provides strategic technology advice to help your business evolve. We are innovative, take total ownership, and aim to find opportunities to support your business in better and more cost effective ways.

You need a partner that is going to support your business on the bottom line, and Redfaire Global Support take you a step further - we are a close partner who aim to provide top line improvements to help your business achieve its goals.



"Our customers value the sense of security that comes from knowing that we'll help them 'keep the lights on' and that we are committed to helping them unlock latent value in their Applications. We help our clients to continuously create value."

Christian Fronteras, Managing Director,  
Redfaire Global Support



“Redfaire is not just a supplier to us, but a strategic partner. Thanks to Redfaire's outstanding support of our Oracle ERP system, and their technical know-how around Cloud, we have an extremely cost-effective and user-friendly ERP system. With Redfaire looking after our ERP system, we know that we are in safe hands, issues get resolved quickly, efficiently and with no hassle.”

Keith Frimley, IT Director, Pizza Hut Restaurants

## OUR JDE SUPPORT SERVICES

Functional and technical support packages for JD Edwards World, OneWorld and EnterpriseOne products and releases.



### 'KINETICS' TOTAL SUPPORT – UNLOCK VALUE THROUGH OUR FULLY MANAGED SERVICE

For CIOs and CFOs who need premium JD Edwards support, Kinetics is the Support package that enables them to maintain and unlock maximum value from JD Edwards.

Kinetics is ideal for businesses that don't have any in-house IT support. We take total ownership of your JD Edwards infrastructure and all 3rd Party integrations, supporting the entire user experience. We aim to unlock the real value of your existing JD Edwards release, and help you plan to upgrade at the time to suit your business needs and budget.

Our responsive and multilingual team remotely manages, supports, monitors, and resolves any incidents that occur within your business. We also provide technical management for your JD Edwards infrastructure as well as application and customization fixes, end user training and end-user support.



### 'LIFELINE' - COMPLEMENT YOUR INTERNAL 1ST LINE SUPPORT TEAM

Our 'Lifeline' support service is designed to complement your existing 'in-house' JD Edwards help desk team providing management, maintenance and support.

Lifeline provides access to premium support delivered by multi-skilled technical and application specialists who often speak the customer's language.

**“Redfaire International helps Bravilor to get the most out of our JD Edwards ERP system. We work very well together in searching for solutions and supporting the continuous change of business requirements.”**

IT Specialist JD Edwards

## REDFAIRE GLOBAL SUPPORT - AT A GLANCE

### GUARANTEED QUALITY

We provide comprehensive and easy to understand Service Level Agreements (SLA), with a guaranteed response and resolution time. Close relationships with your support team and monthly reporting provide complete transparency and guaranteed quality.

### CONTINUOUS IMPROVEMENT & JDE SUPPORT KNOWLEDGE BASE

Through reporting and analysis we help you identify trends to ensure continuous improvement. Over time, common incidents are linked to problems forming a knowledge base, which helps resolve known issues quickly.

### GLOBAL KNOWLEDGE & EXPERTISE

Our multilingual team can help you resolve bugs and issues in your language. With innate knowledge and experience of your local region we provide country-level support for software configuration, process, language and compliance issues.

### STRONG METHODOLOGY

Our processes are flexible and designed to complement your business. You can leverage our ITIL based processes, and also benefit from working with an ISO27001 certified company who place data security at the heart of service delivery.

### CLOUD & HOSTING SOLUTIONS

Redfaire Global Support can help you find the best solution for your business be it, public, private or hybrid cloud. You can opt for a JD Edwards SaaS solution or JD Edwards Platform as a Service (PaaS), where Redfaire will provide a service credit guaranteed JD Edwards infrastructure with a 100% uptime.

### EXPERIENCE IN YOUR INDUSTRY

We also have deep knowledge of specific industries and use these insights to help your business achieve more success.



**Food  
& CPG**



**Wholesale  
Distribution**



**Construction &  
Engineering**



**Fashion &  
Apparel**



**Industrial  
Manufacturing**



**Commodity  
Trading**

# GROW YOUR BUSINESS WITH A GLOBAL JD EDWARDS PARTNER

## REDFAIRE INTERNATIONAL

Redfaire International marries the reach and scale of a global entity, with the knowledge, insights and flexibility of local experts.

You get one partner working under one methodology; managing your global projects, localizations and ongoing support. When our clients succeed, we succeed, so we apply this value to everything we do to deliver best-in-class consultancy projects and customer success.



## REDFAIRE GLOBAL SUPPORT

Redfaire Global Support are trusted by global organisations, leading consumer brands, and mid-market companies from a wide range of industries.

With our ITIL based processes and an ISO27001 certification since 2013, our commitment to quality enables a strong and successful partnership with our clients.

The Oracle Cloud Managed Service Provider (MSP) program identifies and recognizes partners who have the skills, tools and processes to build, deploy, run, and manage Oracle and non-Oracle workloads on Oracle Cloud Platform.



## Contact Us



Speak to our team to find out how partnering with Redfaire International can help you meet your business objectives.

UK: +44 (0)118 9653 904 IRL: +353 (0)61 512 840 EMEA: +31 33 247 1598 [sales@redfaireinternational.com](mailto:sales@redfaireinternational.com)



SUCCESS STORY

## **IMPROVED AGILITY, SCALABILITY AND FUTURE PROOFING**

Reducing Costs with JD Edwards  
in the Cloud

## PIZZA HUT. 15,000 LOCATIONS, 100 COUNTRIES WORLDWIDE.

### CUSTOMER CHALLENGE

Pizza Hut Restaurants UK wanted to benefit from the efficiencies and reduced costs associated with Cloud-based infrastructure.

They decided to migrate their existing Oracle JD Edwards ERP system from an on-premise solution to a private Cloud. The in-house IT team had been providing time-consuming ERP support for the on-premise system and lacked time to focus on strategic initiatives and projects.



Reduced costs

100%

ERP uptime guaranteed



Improved agility, scalability  
and future proofing

### PIZZA HUT

Pizza Hut Restaurants was founded in 1958 and has over 15,000 locations in more than 100 countries and 300,000 team members worldwide.

Only ten years after the grand opening in Wichita, more than one million guests had been welcomed in 310 restaurants and with a first branch in Canada, the conquest of the international market had begun. Pizza Hut Restaurants came to the UK in 1973 and now has over 700 Restaurants and Delivery outlets across the UK.



15,000 locations



300,000 team  
members



11,000 restaurants &  
delivery outlets



100 countries  
worldwide

# WHY PIZZA HUT RESTAURANTS CHOSE REDFAIRE INTERNATIONAL

Pizza Hut Restaurants chose to work with Redfaire International because of their deep JD Edwards technical skills, clearly defined methodology and proven commitment to maintaining the highest quality standards. Redfaire International also demonstrated their expertise and experience of ERP for the food industry.

ERP Data security was an important part of the upgrade. Redfaire International has ISO 27001 information security certification from the British Standards Institute, so Pizza Hut Restaurants were confident that their high standards around data security would be respected by Redfaire International.

## Partner requirements

- Deep JDE ERP technical skills.
- Clearly defined methodology.
- Proven commitment to highest quality standards.
- Experience in data security.
- ISO 27001 Accredited.

“Redfaire is not just a supplier to us, but a strategic partner. Thanks to Redfaire’s outstanding support of our Oracle ERP system, and their technical know-how around Cloud, we have an extremely cost-effective and user-friendly ERP system.

We know that we are in safe hands and issues get resolved quickly and efficiently.”

Keith Frimley, IT Director, Pizza Hut Restaurants

## OUTCOMES

Redfaire International worked closely with the internal IT team to optimize the upgraded ERP system.

The move to the Cloud through our Cloud 9 service has created multiple benefits including agility, scalability and future proofing. It has delivered tighter Point of Sale integration to enable automated reconciliation of restaurant data, saving time and reducing costs.

# IN SUMMARY

## Customer Challenges

- Migration of Oracle JD Edwards from on-premise to Cloud.
- Requirement to reduce costs and to improve scalability and agility.
- Data security.
- Outsourcing ERP support.

## Solutions

- Oracle JD Edwards EnterpriseOne.

## Project Results

- Accelerated three-month project implementation.
- Improved visibility of stock levels and more efficient warehouse management.
- Cost savings resulting from increased efficiency and less employees.
- Data-driven operational & strategic decision-making.

## About Redfaire International

**Redfaire International** marries the reach and scale of a global entity, with the knowledge, insights and flexibility of local experts. You get one partner working under one methodology; managing your global projects, localizations and ongoing support.

When our clients succeed, we succeed, so we apply this value to everything we do to deliver best-in-class consultancy projects and customer success.

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SUCCESS STORY

## LAYING THE FOUNDATIONS FOR THE FUTURE

JD Edwards implementation leads to  
worldwide increase in sales and profits

## BRAVILOR BONAMAT. PRESENCE IN MORE THAN 100 COUNTRIES.

### CUSTOMER CHALLENGE

Bravilor Bonamat needed to improve their stock management and supply chain to cope with rapid growth and an increase in new product lines.

Existing manual stock management processes were not effective, resulting in stock deviations, inaccurate stock information and a significant administrative burden.



Increase in profit  
decrease in employee  
costs



Improved customer  
experience



More informed business  
decisions

### BRAVILOR BONAMAT

Bravilor Bonamat is a Dutch family business founded in 1948. They are a leading manufacturer of professional beverage preparation systems for hot beverages such as coffee and tea.

Bravilor Bonamat has 350 employees worldwide, with branches in Europe and the USA and an international network of dealers in more than 100 countries.



10 global branches



350 employees  
worldwide



Produce over 150,000  
machines per year



International network  
across 100 countries

# WHY BRAVILOR BONAMAT CHOSE REDFAIRE INTERNATIONAL

Bravilor Bonamat chose Oracle's JD Edwards EnterpriseOne following a year long selection process. The Redfaire International team was chosen for its deep JD Edwards technical expertise and familiarity with the manufacturing industry.

Their current system could not scale to meet demand for new product lines and stricter product quality requirements.

Bravilor Bonamat also needed a partner that could reduce the costs and improve the efficiency of their manual stock management.

They also had a lack of robust, user-friendly reporting systems. These systems did not allow for actionable data insights.

## Partner requirements

- Deep JD Edwards ERP technical skills.
- Required a partner who could improve flexibility & efficiency in production & stock management.
- And who could improve customer experience and help them make more informed business decisions.

"Redfaire International helps Bravilor to get the most out of our JD Edwards ERP system. We work very well together in searching for solutions and supporting the continuous change of business requirements."

Heering Lighart, Bravilor Bonamat

## OUTCOMES

Redfaire International worked closely with Bravilor Bonamat to prepare employees for the change in their roles. Key employees were included in analysis, configuration and testing of the system.

Automated stock management processes have replaced manual tracking.

The integrated barcode scanning system supports the reception of goods, the quality registration of goods and provides a seamless connection to the work floor. Full serial number tracing is also possible.

Completion reports are transmitted from production lines to workstations, informing customers of exact delivery dates, and helping the shipping company with effective scheduling.

This complex implementation project led to an increase in worldwide sales and profits.

# IN SUMMARY

## Customer Challenges

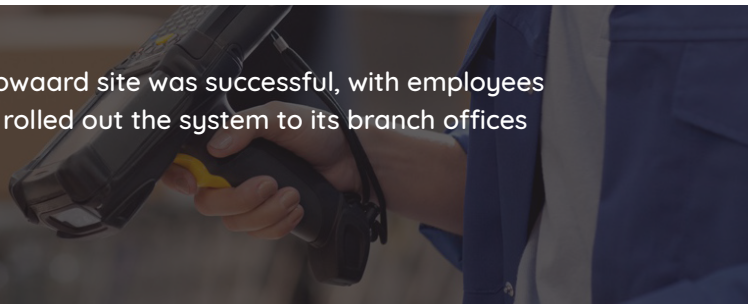
- Current system could not scale to meet demand for new product lines and stricter product quality requirements.
- Manual stock management was costly and inefficient.
- Lack of robust, user-friendly reporting systems did not allow for actionable data insights.

## Solutions

- Oracle JD Edwards EnterpriseOne ERP.

## Project Results

- Increase in sales and profit.
- Decrease in employee costs.
- Improved flexibility and efficiency in production and stock management.
- Improved customer experience thanks to real time delivery information.
- More informed business decisions driven by robust reporting.



“A ‘big bang’ implementation approach in the Heerhugowaard site was successful, with employees able to learn the system quickly. Bravilor Bonamat has rolled out the system to its branch offices across Europe.”

Project Director, Redfaire International

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SUCCESS STORY

## **A NEW WAY OF WORKING**

Reducing Customization  
& Enabling Business Needs

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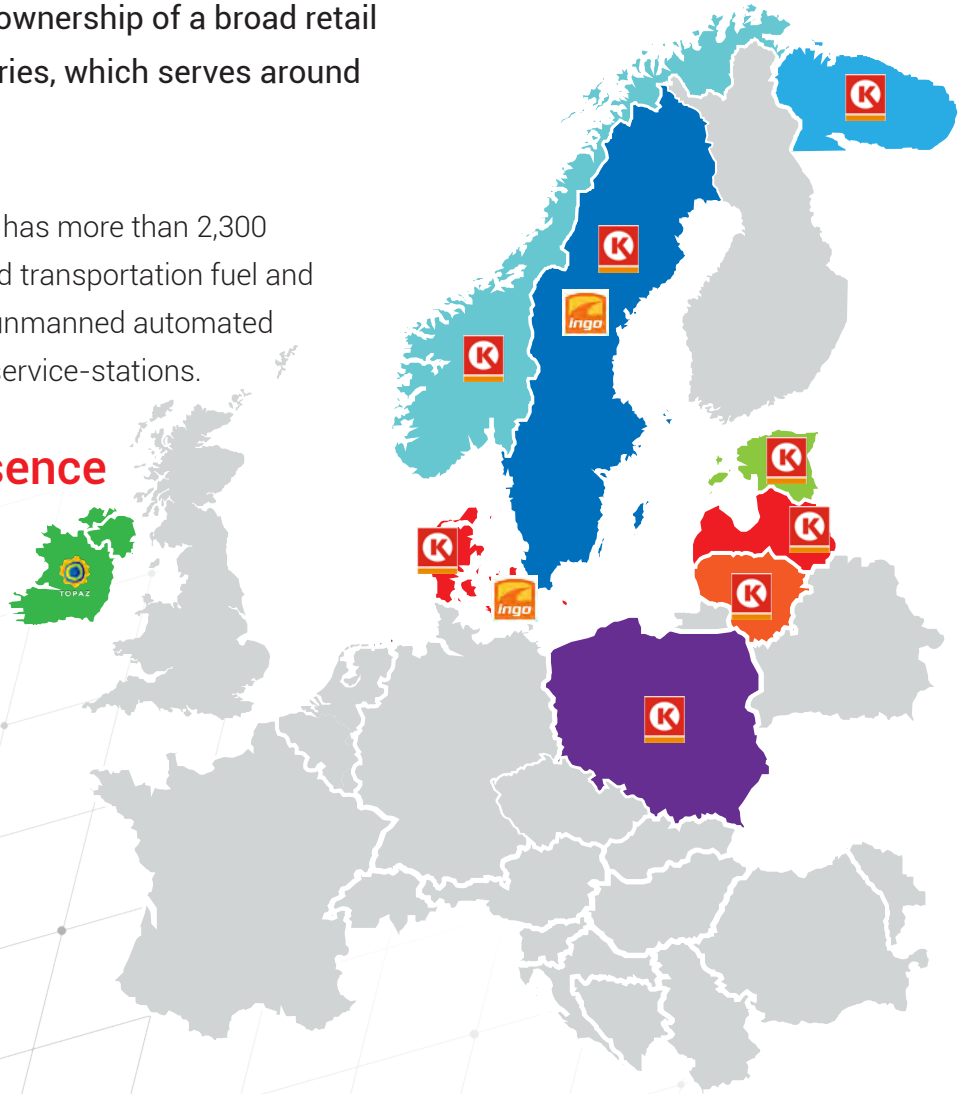


# CIRCLE K COMPANY PROFILE

In 2012, Circle K bought leading Scandinavian fuel retailer Statoil Fuel & Retail (SFR), taking ownership of a broad retail network across 9 European countries, which serves around 1 million customers every day.

In total, Circle K's European operation has more than 2,300 stores, the majority of which offer road transportation fuel and convenience products, in addition to unmanned automated commercial road transportation fuel service-stations.

## Circle K European Presence



**12** key terminals



**38+** depots in **9** countries



**400** road tankers



**17,500** staff on sites



**8** regional headquarters



**+/- 1 million**  
customers every day



“

*We chose JD Edwards because we deemed it to be the best solution to automate procure-to-pay, sourcing, order-to-cash, and other essential facets of our operation.*

**Vegar Bøthun, previous CIO at SFR**

# CIRCLE K & JD EDWARDS

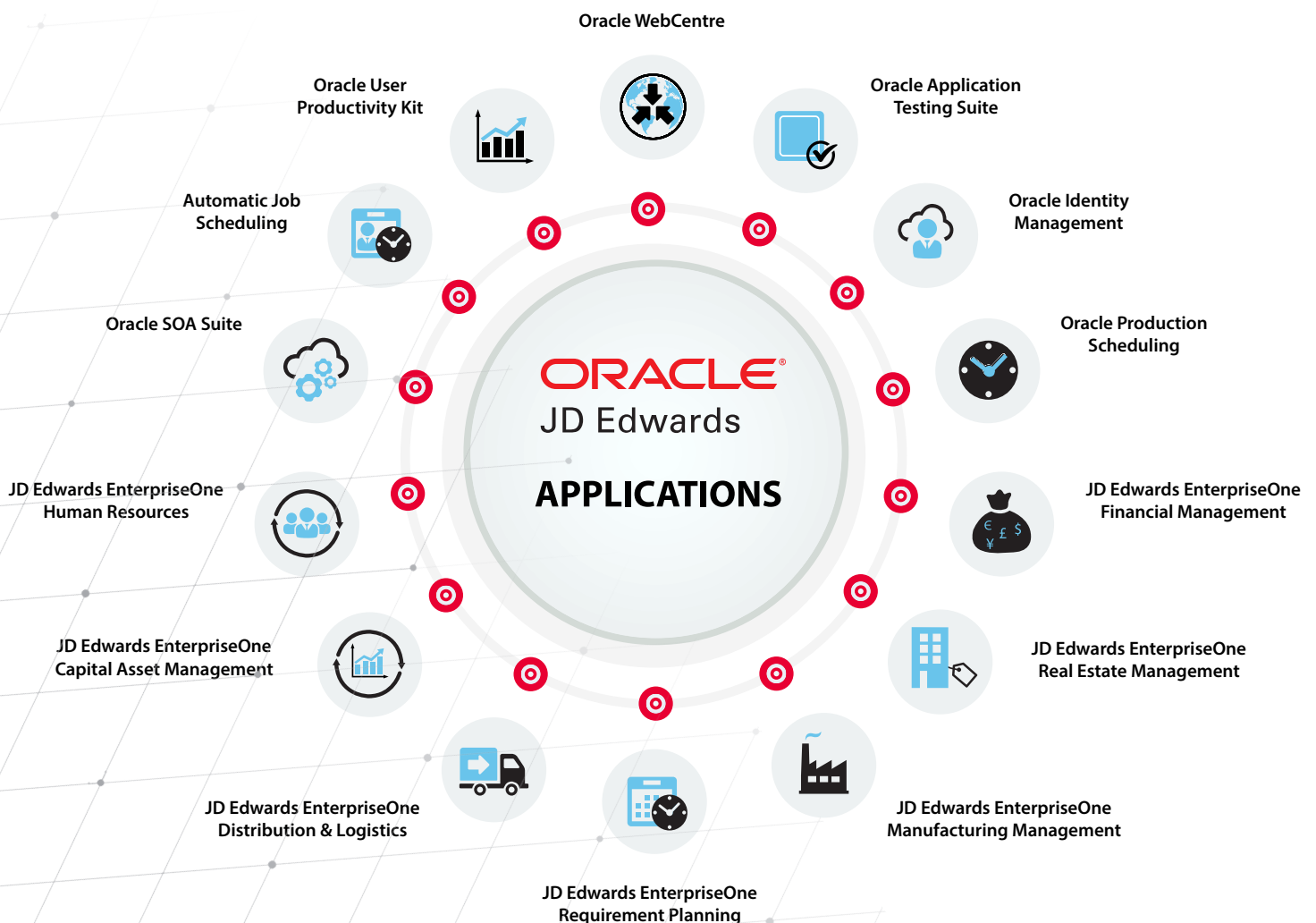
## DOWN TO BUSINESS

When Circle K (formerly known as Statoil Fuel and Retail) chose to change their legacy ERP in 2011 from SAP to Oracle's JD Edwards, the commercial world sat up and took notice.

It was a headline-making migration encompassing multiple countries, sites and thousands of employees, and highlighted the trust senior management put in the JD Edwards platform.

The business comprised of more than 2,300 service stations selling retail fuel and groceries, as well as commercial distribution of chemicals, lubricants,

and marine fuel from regional terminals and depots. With over 17,500 employees spread across Europe, a flexible, reliable and powerful ERP solution was an absolute necessity to successfully perform business operations to high standards.





“

*Having standardized IT solutions will  
improve benchmarking between  
countries and terminals.*

**Magnus Tägtström, Senior Director  
Supply Chain Optimization, Circle K**

# CIRCLING BACK TO STANDARD

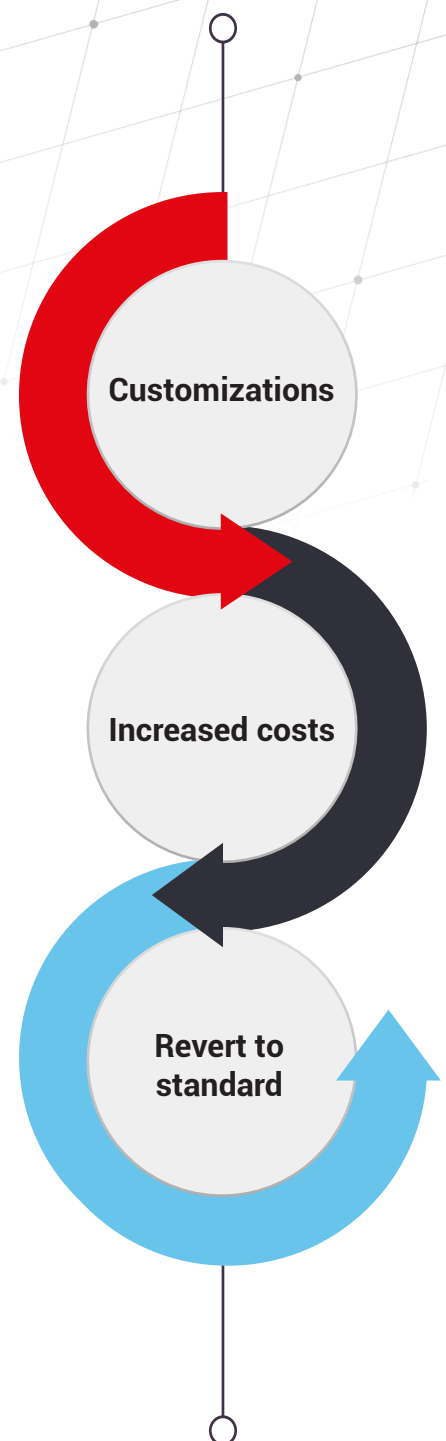
## IMPROVE STABILITY & REDUCE COST OF OWNERSHIP

During the original implementation, the system had been heavily customized and since go-live, further customizations were added to resolve incidents or respond to evolving business requirements. At times customizations had been made without a wholly integrated approach, or by analyzing the root cause of open incidents.

The high number of customizations, and high volume of recurring incidents, rendered the system unstable. In addition, the system Total Cost of Ownership (TCO) rose to unacceptable levels due to additional maintenance costs and the added expense of keeping the install and its many customizations code current.

Management knew that to reduce ongoing costs and revert to standard, they would need a new way of working to avoid ad hoc updates and involve a more strategic and holistic approach to fixing issues.

In 2015, Circle K management invited a selection of international specialist JD Edwards vendors and system integrators to tender for the support, maintenance and standardization of their ERP instance.





“

*Our business operations are heavily reliant on a smooth and constant flow of data, so any downtime or drop in performance, is not an option.*

**Kari Øien, Director IT ERP & HR at Circle K Europe**

# REQUIREMENTS

## MINIMIZE DISRUPTION. COMMITMENT TO STANDARD.

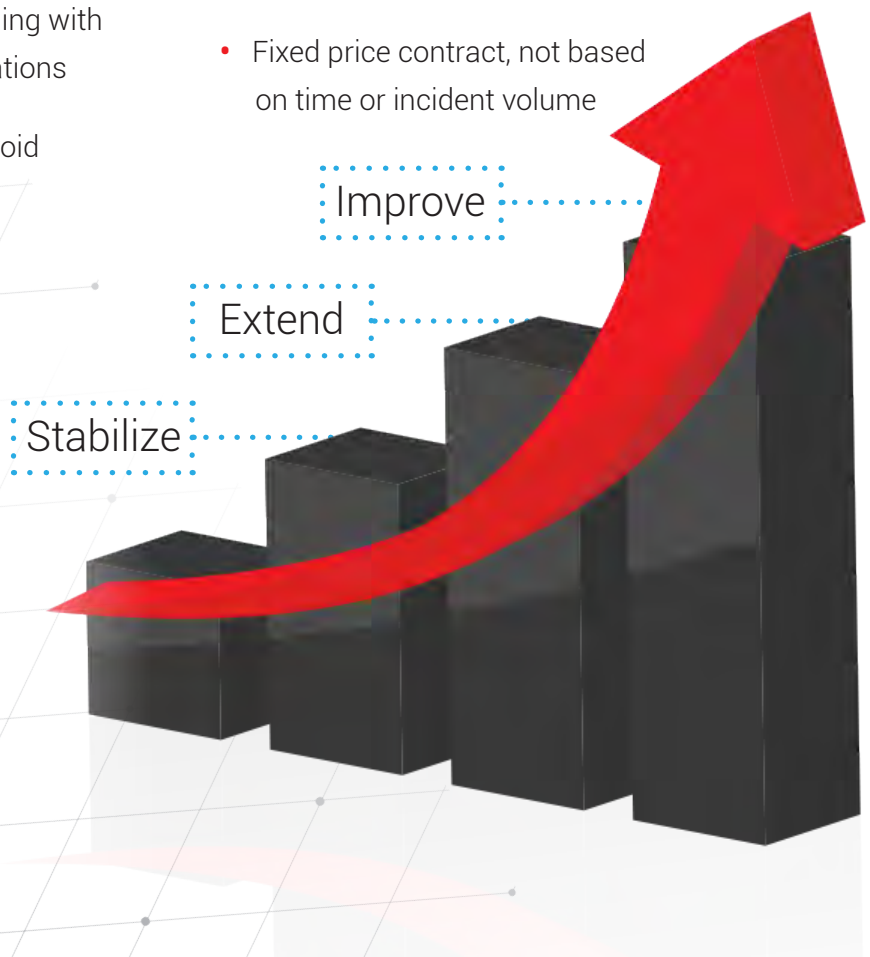
Considering the vital role JD Edwards held in Circle K's business operations, management wanted a partner with the technical capabilities and capacity, to minimize disruption and enable business process needs to become operational from day one.

Committing to a more standardized version of JD Edwards was key. Any potential partner would need to prove excellent JD Edwards competence and demonstrate sufficient available resources to not only stabilize, extend and improve the JD Edwards install on an ongoing basis, but concurrently untangle the web of existing customizations.

Management wanted lower support costs, better system knowledge internally and increased efficiencies in incident resolution. To help reduce TCO, it was important that a new partner could solve any issues which may arise, communicate the root causes back to Circle K Change Managers, I.T. and Super Users, and train them to fix and avoid repeat incidents.

### PARTNER REQUIREMENTS

- Wide range of Oracle technical & application skills
- Capable of removing as much customization as possible
- A good cultural fit with Circle K, aligning with existing way of working and expectations
- Train Circle K Super Users to help avoid recurring incidents
- Proven process and governance for support and projects
- Transparency of head count, cost and margin
- Experienced, professional support consultants
- Single Point of Contact
- Fixed price contract, not based on time or incident volume



“

*Our unique approach to JD Edwards & Oracle Cloud managed services gives our customers access to a team of experienced support consultants with local and international expertise within a flexible and agile commercial model.*

**Brian McInerney, Founding Partner, Redfaire International**



# SOLUTION

## ROBUST PROCESS, METHODOLOGY AND GOVERNANCE

Redfaire International proposed an innovative Managed Services and Operations solution which would provide a dedicated 24x7x365 Support Team based in Europe, to work in tandem with Circle K Super Users. The program would provide a mixture of proactive and reactive support activities and gradually wind Circle K's installation back to a standardized version of JD Edwards.

Committing to a more standardized version of JD Edwards was key. Any potential partner would need to prove excellent JD Edwards competence and demonstrate sufficient available resources to not only stabilize, extend and improve the JD Edwards install on an ongoing basis, but concurrently untangle the web of existing customizations.

The proposed solution was designed to "do more with less" by splitting the support team into First and Second lines of response, only calling on the more experienced professional support consultants when necessary.

By delivering against a 'Credit Guaranteed' SLA, the team would be incentivized to solve issues as quickly as possible and being fixed price, put solutions in place which would avoid recurrences, leading to more stable long-term fixes.

## PROPOSED SOLUTION



**Audit of existing system with recommendations for improvement**



**First Line support resources to react and resolve issues with support from Second Line senior experts**



**A mix of Proactive (preventative) and Reactive (incident) support activities**



**'Explain & Train' model so Super Users understand how to fix and avoid reoccurring incidents**



**A tried and tested methodology**



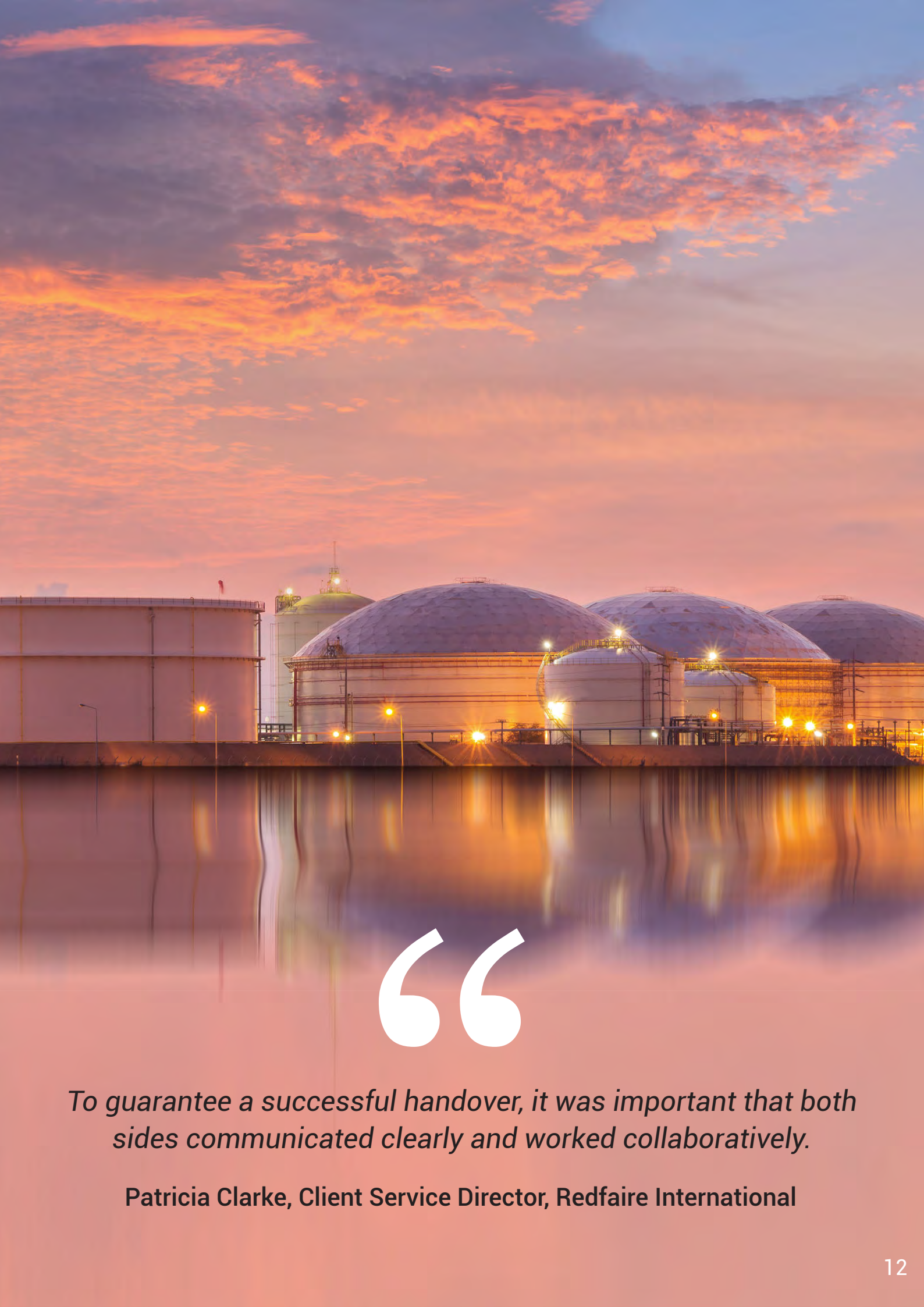
**Deliver against a 'Credit Guaranteed', detailed Service Level Agreement (SLA)**



**Manage to audited ISO27001 / ITIL standards**



**24x7x365 Support and Operations**



“

*To guarantee a successful handover, it was important that both sides communicated clearly and worked collaboratively.*

**Patricia Clarke, Client Service Director, Redfaire International**

# PROJECT DELIVERY



## A SMOOTH TRANSITION

After a rigorous tender process, Redfaire International was selected by Circle K to manage their JD Edwards instance support, maintenance and existing and future projects.

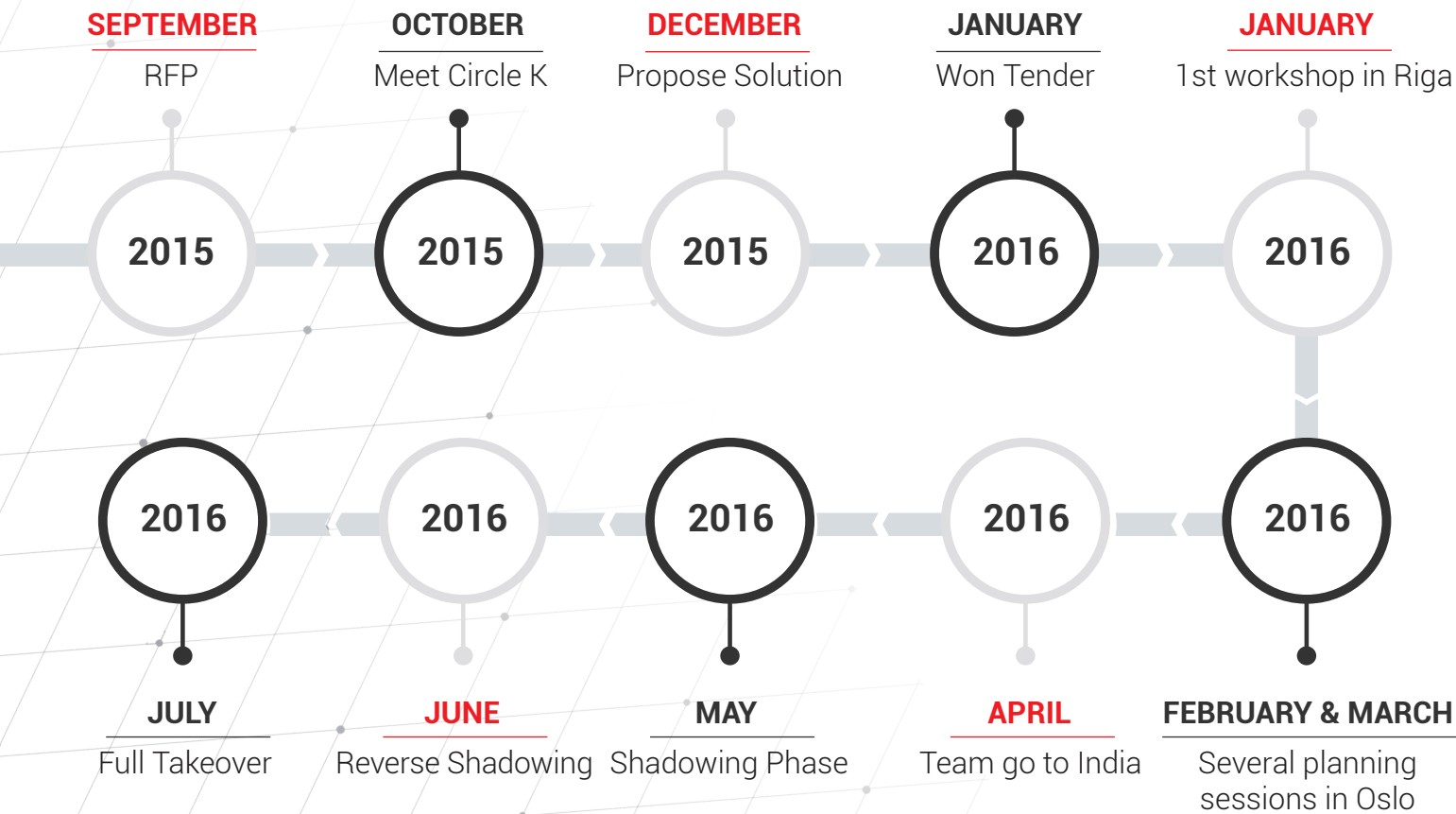
The first steps were for key staff to meet the wider Circle K team to discuss how the transition project should run. It was agreed that the Redfaire International team would go to India in early 2016 to shadow the incumbent support agents for a set period, monitoring existing processes and ways of working before handover.

The full handover then took place in July of the same year, without any business disruption.

Redfaire International's team initially focused on maintaining the existing system to a stable level, then gradually started making improvements to holistically improve the whole system and roll back pre-existing customizations.

Progress was reported to Circle K management at regular intervals and any risks or deviations which emanated were managed proactively and reported immediately to Circle K project owners.

## Project Timeline



“

*After a formal RFP process and evaluation, we decided to move our support from India to Europe. Redfaire International offered a support model that is competitive in terms of quality, service level and cost.*

Kari Øien, Manager, Director IT ERP & HR at Circle K Europe



# OUTCOMES

## PROGRESSIVE STABILITY



When surveyed, Circle K's JD Edwards Super Users reported that they *"appreciate the knowledge and experience of the Redfaire support team members"*

They also believe that the *"Redfaire team seek to provide permanent solutions to recurring incidents"*.

More  
**stable**  
long-term  
fixes

**14% decrease**  
in total open  
incidents YoY  
and growing

# 48%

of super users can now solve most or all incidents

*"Redfaire International is providing good support. Together we are on the way to our common goal - reducing the total number of incidents and making our JD Edwards more stable."*

**Maija Laksa, Principal Quality Responsible,**  
Oracle JD Edwards and RPA at Circle K Europe



## LOCAL EXPERTISE, GLOBAL REACH

Redfaire International provides Oracle ERP consultancy services & solutions to global organizations.

Founded as a global alliance by leading local Oracle ERP consultants, we are joined together by shared values, expertise and ambitions, working in unison to deliver best-in-class projects.

Whether your organization runs JD Edwards, Oracle ERP Cloud, NetSuite, or hybrid solutions, Redfaire International has the expertise to manage and support your integrated and localized systems.

### Contact Us



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