

# The simple, cost-effective way to move JD Edwards to the Oracle Cloud.

- 100% Guaranteed Application Availability.
- No.1 JD Edwards Cloud Provider.
- Hassle-free migration

The Cloud 9 service wraps around the Oracle Cloud to provide a unique end-to-end solution for your business.

Cloud 9 provides the expert resources to manage your JD Edwards migration to the Oracle Cloud and delivers ongoing support to your systems. This guarantees a successful and smooth move to the Cloud.



### Integrated Solution

Cloud 9 is the low risk, complete and integrated service from a single vendor:

- One single vendor who will guarantee your move to the Cloud.
- Specifically engineered to run JD Edwards in the Cloud.
- Support for both Oracle and non-Oracle applications.



### Expertly Managed

We take full responsibility for your system and this includes all package builds, deployments, and even Tools Release upgrades.

- We support the entire user experience, JD Edwards and all third-party applications.
- Multi-lingual support provided 24x7x365 by Redfaire - an ISO27001 certified company.

### Unique, cost effective pricing model

With Cloud 9 there is a simple, cost-effective pricing structure. A single monthly subscription fee, based on the number of users covers the entire service.

Find Out More

See our pricing calculator at [www.redfaire.com/cloud9](http://www.redfaire.com/cloud9) or contact a member of the Cloud 9 team:

UK: +44 (0)118 9653 904

IRL: + 353 (0)61 512 840

[sales@redfaire.com](mailto:sales@redfaire.com)

# Cloud 9 FAQs

**Q1: Whose Cloud?**

**A1:** Cloud 9 is hosted on Oracle Cloud Infrastructure and built on physically diverse (regional) data centres, offering credit guaranteed, 100% application availability.

**Q2: What do I need to supply?**

**A2:** You supply your Oracle EnterpriseOne JD Edwards software and we supply the rest. CPU's, Storage, Memory, Anti-Virus, backup and disaster recovery.

**Q3: Will I lose my customizations and configuration?**

**A3:** No. While the solution is built and hosted on the Oracle Cloud, it is **unique to you**. All your customizations, configuration and data will be retained, although we offer complementary solutions to help improve security, data management and reporting.

**Q4: Do I need in-house technical skills to administer my JD Edwards solution?**

**A4:** No. As part of the Cloud 9 service we take full responsibility for your system and this includes all package builds and deployments, Tools Release changes and even future upgrades

**Q5: Am I better to upgrade before, during or after we move to Cloud 9?**

**A5:** Upgrades are easier to achieve once you are on Cloud 9. You'll be in the right place and importantly, have the right team.

**Q6: Do I need an Oracle Maintenance Agreement?**

**A6:** With support for EnterpriseOne 9.2 now extended through until 2030 and the new JD Edwards 'Continuous Delivery' model, there has never been a better time to have an active Maintenance Agreement with Oracle. You do not have to be on Oracle Maintenance to take advantage of Cloud 9 but if you would like to be, we can help.

**Q7: I run my application today on IBM iSeries and DB2/400. Is this a problem?**

**A7:** We cannot host IBM iSeries / DB2/400 platforms but our Cloud 9 migration methodology allows us to move your applications and data. In fact, regardless of where you are coming from, a key part of our migration methodology includes re-platforming your system, if only to allow us to provide you with the highest levels of service and application availability.

**Q8: What about security?**

**A8:** No one will have access to your systems without your approval and knowledge and all of your current security rules will remain in place. Typical access to the systems is provided over a dedicated and private encrypted network (VPN) and provides full and unrestricted support for printing, bar-code scanning and application integration. Redfaire Global Support is an ISO27001 certified company and externally and publicly audited.

**Q9: What are the hours of support?**

**A9:** Redfaire Global Support operates a 24x7x365 multi-language service desk.

**Q10: Can you host non-Oracle and legacy applications?**

**A10:** Yes. While Cloud 9 is built to an optimized architecture in order to take advantage of the Oracle Public Cloud, we also welcome non-Oracle workloads such as reporting, integration, process automation and forms management.

\*Pricing is subject to a 12 month minimum term contract. All prices exclude local taxes.

All contracts subject to our standard terms and conditions, provided upon application.

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