

Managed Services for a Hospitality Industry Supplier

Introduction and Background

Customer is mid-sized hospitality goods supplier and manufacturer based out North America. Supply Chain Management applications are implemented in JD Edwards.

Guardian Services

Guardian is chosen as Managed Services provider for JDE Functional and CNC services

Scope of Work

- Provide L1-L3 issue/service request response and resolution.
- Perform functional configurations for any order/purchase order types.
- New report development.
- Work with support vendor Rimini Street for any product related issues
- Provide coverage for 16X5.
- Business User Training and Change Management as and when needed.
- Provide functional and technical work arounds as and when needed.
- Stand-by support for period-end support and escalations.

HIGHLIGHTS

- 5 years + relation with Guardian
- High CSAT
- Zero attrition of Guardian resources
- Weekly Governance
- No P1 escalations
- Excellent Collaboration with other partners

