

Oracle JD Edwards EnterpriseOne Support Policy

An Oracle White Paper
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Oracle JD Edwards EnterpriseOne Support Policy

OVERVIEW

Beginning with the announcement of Oracle's intent to purchase PeopleSoft, there has been a series of announcements about the product support that Oracle is providing for Oracle JD Edwards EnterpriseOne. These announcements have included support for this product line until at least 2013, and more recently have included details about the extended support timelines for specific EnterpriseOne releases, and specific upgrade paths that will be provided.

Oracle has also announced its new Lifetime Support policy, which includes three levels of product support. All three are offered for various EnterpriseOne releases:

- Premier Support
- Extended Support
- Sustaining Support

Understanding and evaluating available information, including the Support Policy, is critical to protecting your EnterpriseOne investment.

Understanding and evaluating all of this information is critical for organizations striving to protect their EnterpriseOne investments and make informed decisions about how to move them forward. Details about the length, breadth and depth of available support are vital for ensuring your partnership with Oracle will support your business plans and aspirations both today and in the future.

This paper discusses how the support policies relate to your JD Edwards EnterpriseOne solution. The following topics will be covered:

- Lifetime Support Policy – summarizing major policy highlights
- Lifetime Support and EnterpriseOne – relating the policy to specific releases
- Upgrading EnterpriseOne – clarifying upgrade paths and other considerations
- Path to Fusion – discussing upgrades to Oracle's next generation products

Most JD Edwards EnterpriseOne customers are assessing upgrade possibilities to identify and maximize the value they receive from their investment. Creating a well-considered strategy includes weighing many different inputs and their affect on your business. In addition to this paper, Oracle recommends including the following related documents in your evaluation:

- EnterpriseOne Upgrade Strategies White Paper
- EnterpriseOne Upgrade Value Proposition

These and many more additional assets are available from the EnterpriseOne Upgrade web site at the following URL on Customer Connection (sign on required):

http://www.peoplesoft.com/corp/en/iou/upgrade/e1_upgrd_resources.jsp

Lifetime Support Policy

Oracle's Lifetime Support Policy is the most comprehensive and flexible support policy in the industry. Simple and predictable, it covers the entire technology stack, from database, to middleware, to applications, an industry first, only from Oracle. (For a copy of the full policy see

<http://www.oracle.com/support/premier/lifetime-support-policy.html>)

The Lifetime Support policy offers 3 levels of support for your products. They are summarized in the follow table:

Support Benefit	Premier	Extended	Sustaining
Updates, fixes, security alerts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Pre-existing fixes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tax, legal & regulatory updates	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Upgrade Scripts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Technical Support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cert. w/new third party products	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Cert. w/new release of third party products	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Cert. w/ other Oracle products	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Major product & technology releases	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Access to Metalink/Customer Connection	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Customer-specific fixes (for a fee)			<input checked="" type="checkbox"/>

Oracle Premier Support

Premier Support guarantees maintenance and support of Oracle technology products and applications for 5 years from their general availability date. Premier Support does not require any uplift in maintenance fees and begins with the initial availability of the release.

Oracle Extended Support

Extended Support includes most features of Premier Support for an additional 3 years from general availability (bringing the total to 8 years). Extended Support is offered on specific, defined releases and requires an uplift in support fees. The Extended Support fees are as follows:

- The fee for the first year of Extended Support, year 6 of support, is calculated as a 10% uplift over your current Premier Support fee
- The fee for the second year and third years of Extended Support, year 7 and 8 of support, is calculated as a 20% uplift over your current Premier Support fee.

For example, if your Premier Support fee is \$100, the fee for the first year of Extended Support is \$10 ($\$100 \times 10\%$), for a total annual support fee of \$110. The fee for the second and third year of Extended Support is \$20 ($\$100 \times 20\%$) for a total annual support fee of \$120.

Oracle Sustaining Support

Sustaining Support provides technical support, including access to our online knowledgebase and technical support experts, for as long as you license your Oracle solutions. Sustaining support does not require an uplift to support fees; fees are structured as with Premier Support.

Lifetime Support and your JD Edwards EnterpriseOne Products

Oracle has committed to support the JD Edwards EnterpriseOne product line until at least 2013, a commitment that was made before Oracle's acquisition of PeopleSoft was complete. The Lifetime support policy announced at Oracle OpenWorld in 2005 added more detail to how that support would take shape on a release-by-release basis. The length of support, including the extensions discussed below, give you the freedom to evaluate and choose when upgrades will benefit your organization. The following chart shows the specific support offered from Xe through the planned 8.12 and 9.0 releases.

Release	GA Date	Updates, Fixes, Security Alerts & Upgrade Scripts	Tax, Legal and Regulatory	End of Extended Support	End of Sustaining Support
Xe	Sep 2000	Dec 2013	Dec 2013	N.A.	Indefinite
8	Jun 2002	Dec 2013	Dec 2013	N.A.	Indefinite
8.9	Sep 2003	Sep 2008	Sep 2009	N.A.	Indefinite
8.10	Jun 2004	Jun 2009	Jun 2010	N.A.	Indefinite
8.11	Dec 2004	Dec 2009	Dec 2010	2012	Indefinite
8.12*	2006	2011	2012	TBD	Indefinite
9.0*	2008	2013	2014	TBD	Indefinite

EnterpriseOne Xe and 8.0 will receive Premier Support until 2013. EnterpriseOne Releases 8.11 and greater will have a direct upgrade to Fusion.

EnterpriseOne 8.11 includes 8.11 Service Pack 1

Business value should drive upgrade strategies, using the Support Policy to ensure support throughout your plan.

While the functional capabilities and business value available to you from specific versions of EnterpriseOne should be the main driver in how long you use individual releases and when you consider upgrades, this chart and the support policy provides important information to protect your investment. With support information reaching out to 2013 and beyond, you will want to evaluate your current release and future plans to ensure support.

Xe/ERP 8.0 Extension

At the time of the support announcements at OpenWorld 2005, Xe/8.0 support was due to expire in 2007. Oracle announced a support policy which extended Xe/ERP 8.0 Premier support for 6 years to Dec 2013. The primary reason for this extension was to protect customers running a co-existent environment – using World and OneWorld (EnterpriseOne) together in an integrated manner. With support for the World part of their solution extended to 2013, the extension for Xe completes support for their solution and allows them to create coordinated plans for the future.

In addition, this gave Xe/ERP 8.0 customers additional time to plan for upgrades to later releases. This benefits larger customers or those with complex multi-site, multi- instance implementations that need extra time to plan and execute upgrades. Those customers now have the flexibility to make an informed, measured business decision about how to move their investment forward.

**Support has been extended for releases
8.9, 8.10, 8.11.**

8.9, 8.10, 8.11, 8.12 (planned), 9.0 (Planned) Additional Support

Customers on 8.9 through 8.11 (and beyond) will also benefit from a support extension. EnterpriseOne releases 8.9 through 8.10 will have an additional year of Premier Support from the General Availability of these releases. This extension provides more time for customers to evaluate, plan and execute their strategies for moving forward while being supported on their current releases.

Oracle has also announced the availability of Extended Support for 8.11. Customers taking advantage of Extended Support for 8.11 will have the option of doing so for one, two or three years. Extended Support requires an uplift to maintenance fees; customers considering Extended Support for all three years can analyze this cost across the full eight-year period to determine the best decision for their business.

Upgrading Your EnterpriseOne Solution

Your investment in Premier and Extended Support provides a number of benefits, including the ability to upgrade to the most current version of the EnterpriseOne product line. Direct upgrade paths are available from the Xe, 8.0, 8.9, 8.10 and 8.11 versions to EnterpriseOne 8.11 SP1. The current plan also includes upgrade paths from all these releases, including 8.11 SP1, to our planned EnterpriseOne 8.12 release. These direct paths give you the ability to move to the most current release with a minimum number of steps.

The supported upgrade paths, and the ability to upgrade from any current solution to the most current EnterpriseOne release gives you the freedom to consider more critical upgrade drivers. A comprehensive and focused evaluation will include understanding the business value your organization can derive from upgrading EnterpriseOne as well as support timeframes. This key business value comes from functional enhancements as well as technology.

New functionality can help automate processes you currently execute manually, provide strategic value in allowing you to offer better customer service, increase your revenues or lower the cost of key operations. In addition, many customers find that the enhancements that we have added to the system allow them to retire customizations that they have created making it possible to lower the cost of maintaining the system.

**Part of the value you receive in paying for
maintenance is the right to use many
enhancements.**

There is a large collection of these enhancements you should review for potential benefit to your organization. For example, customers upgrading from Xe to 8.11 SP1 will find over 750 functional enhancements, plus additional usability and performance improvements, which may help their businesses. Part of the value you receive through maintenance is the right to use many of these enhancements (as long as it enhances a module you have licensed).

In addition to the application enhancements, there have been multiple EnterpriseOne Tools releases since Xe. Customers on maintenance have access to these releases as well. The enhancements upgrade the underlying technical

capabilities of your applications, allow for usability improvements that help users become more efficient, simplify the maintenance of your system, and provide performance enhancements that create efficiency for the system as a whole. Tools releases provide an increasing amount of technical choice, giving you the freedom to evaluate changes which can help lower your overall IT spend. For example, EnterpriseOne Tools 8.94, which was released with EnterpriseOne 8.11, provides support for the Linux operating system. There are also specific enhancements to improve the efficiency of your administration of EnterpriseOne. Tools 8.95 also introduced the first option to deploy certified Oracle Fusion Middleware components with EnterpriseOne.

For a full list and description of each enhancement available to you, please see the [Upgrade Value Proposition for JD Edwards OneWorld Xe to EnterpriseOne 8.11 SP1](#). This document is the first steps in identifying the value to your organization of these enhancements and evaluating the business case for upgrading.

The Path to Fusion

Many customers are curious about how their current EnterpriseOne version and upgrade plans relate to Fusion Applications, Fusion Middleware and Fusion Architecture. The path to Oracle's next generation products will continue to be designed to allow for 'customer paced' transition. This transition allows you to take optional, incremental steps forward when it makes sense for your organization. You can choose to begin leveraging components of Fusion today. This creates an evolutionary path to the future.

As mentioned in the support policy, Oracle is planning on supporting several direct upgrades to Fusion Applications: from EnterpriseOne 8.11, and from the planned EnterpriseOne 8.12 and 9.0 releases. Similar to an upgrade within the EnterpriseOne product line, customer plans should not be dictated by the existence of these paths. Instead, you should evaluate the business value in EnterpriseOne and in Fusion Applications to determine when an upgrade makes sense.

Customers who are on releases where Oracle has not announced a direct upgrade to Fusion should consider the support timeframes and possible additional upgrades before choosing to move to Fusion Applications. Depending on when a customer determines that Fusion Applications are the next step for them, they may also upgrade to Fusion from other releases using an intermediate release. These upgrades, such as customers upgrading from OneWorld B733.2 to EnterpriseOne 8.12, do not require a customer to go live on the intermediate release. The projects are typically managed to minimize the investment in the intermediate release, though they require more steps than a direct upgrade.

Fusion Components

Fusion is really three distinct components – Fusion Architecture, Fusion Middleware and Fusion Applications. The potential value in Fusion exists in all three components. If your long-term plans include evaluating and potentially upgrading to Fusion, you can use the customer paced transition to incrementally receive value from Fusion components. In addition to the specific value of the enhancements in Applications and Middleware, you should also consider the value of staging change across multiple steps.

Many current Xe environments, for example, use a client-server architecture which became popular in the early 1990's. These architectures limit your ability to

Fusion is three components: Fusion Architecture, Fusion Middleware and Fusion Applications.

integrate to other systems at a low cost and limit your ability to seamlessly interoperate with your supply and demand chains – in essence compete in the world of 2006 and beyond. The Service Oriented Architecture of the future has many advantages, enabling flexibility both internally and with your extended ecosystem of partners, suppliers and customers. Your organization can increase flexibility and learn new skills that will become increasingly important by beginning to adopt application servers, web servers, thin clients, portals, and other infrastructure today.

A huge benefit of staying current on EnterpriseOne is the increasing access to Fusion technology that will help you in your customer-paced upgrade. For example by going to a standard application architecture based on Fusion Middleware, customers can consolidate at a technical level, get on the next generation architecture, and take cost out of the business. Evaluating technological products such as Oracle Application Server, XML Publisher, Oracle Identity Management and BPEL can potentially uncover the twin benefits of simplifying administration and embracing new skills that will become increasingly important in Fusion.

Managing Change

Another key factor for customers to consider is the amount of change they are comfortable managing at any one point in time. Some feel comfortable with 'big bang' changes, while many prefer gradual changes to lessen the impact to their organization. For example, customers who remain on a 'fat' (Win32) client and then upgrade to Fusion directly will put their users through a 'fat' to 'thin' (Web) client transition in tandem with the EnterpriseOne to Fusion transition. Customers who are already using 'thin' clients can spread out this change into two pieces. Similarly, customers who do not use middleware at all will have to acquire skills for middleware administration and maintenance during their transition to Fusion; customers already using middleware with EnterpriseOne will have acquired skills and experience to leverage. Both approaches to managing this change – the 'big bang' approach or a gradual approach – are viable strategies depending on your situation.

Conclusion

The Oracle Lifetime Support Policy allows many choices for customers when considering the management of their JD Edwards EnterpriseOne investment. Oracle recommends that customers familiarize themselves with both the policy and the options available for upgrade to make an informed decision on how best to realize the business value of their ERP system.

There are many benefits to upgrading to the current releases of JD Edwards EnterpriseOne releases. Over the last five plus years we have added value in functional enhancements, performance, usability, and underlying technology. These enhancements represent potential business value and cost savings.

While we have extended support for Xe to 2013, customers who choose to remain on Xe are not in a position to consume much of the value delivered in current releases. Oracle recommends that customers judge the opportunity costs of foregoing new functionality and technology as well as the organization change inherent in 'big bang' versus more gradual change to make an informed decision about which strategy best suits their business needs.

Carefully consider if a 'big bang' or gradual approach to change is best for your organization.



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