



# Syntax EnterpriseCare® for JD Edwards EnterpriseOne

Ensure your ERP environment runs efficiently,  
meets compliance standards, and reduces  
downtime and costs.

- Monitor for issues in real time
- Detect and resolve issues quickly
- Enhance system performance



## Overview

Monitoring and maintaining ERP systems is essential for ensuring optimal performance, security, and compliance. However, it comes with challenges such as detecting issues early to prevent disruptions, managing large volumes of system data, reducing alert fatigue from non-critical notifications, and balancing effective monitoring with minimal impact on system performance.

Syntax EnterpriseCare® for JD Edwards EnterpriseOne provides advanced capabilities such as real-time monitoring, proactive issue detection, customizable alerts, and self-healing functionality. Designed to optimize your ERP environment, it enhances efficiency, minimizes downtime, reduces costs, and ensures your operations remain compliant and dependable.

## Features

- **Real-time system monitoring:** Assess essential indicators such as response time across services (AIS, BSSV, JAS), business function metrics, user activity, system latency and response times, batch jobs and future workload forecasts, and detailed log monitoring with drill-down capabilities. Most are depicted graphically for easier understanding.
- **Alerts and notifications:** Send detailed email notifications with configurable recipients, customizable alert severity levels, and escalations to accelerate issue resolution.
- **Data reliability and integrity:** Identify data validity issues, verify database backups within defined thresholds, ensure successful integrity checks, detect session blocking, and perform regular purges and cleanups—all configurable to meet your unique operational needs.
- **Reporting, compliance and audit:** Leverage insightful scorecards and reporting, including system status, batch processing, application security, performance, availability, software/change management, and audit trails.
- **Self-healing capabilities:** Ensure tools remain available, reliable, and always up to date with automatic updates.
- **Customization:** Enable exceptions/ignore and specification of users/roles and reports using advanced configuration to create additional checkpoints.

## Benefits

- **Enhanced system performance:** Real-time monitoring and issue detection ensure rapid resolution and uninterrupted operations
- **Proactive issue detection:** Log analysis, virtual user analysis, and job monitoring identify potential problems early, preventing downtime and data loss
- **Improved operational and cost efficiency:** Automation and streamlined processes boost productivity, reduce time spent on manual tasks, and lower operational costs
- **Compliance and audit adherence:** Built-in reporting and audit trails simplify regulatory compliance

## Deployment and Implementation

- All JD Edwards EnterpriseOne releases, platforms and databases are supported
- Initial installation, configuration and knowledge transfer provided by Syntax experts at no extra cost
- Ongoing monthly support and advisory available as a standalone offering but always included with Syntax Application Managed Services

### Get Started

Want to learn more about Syntax EnterpriseCare® for JD Edwards EnterpriseOne?

Email us at [hello@syntax.com](mailto:hello@syntax.com) ►



## Why Syntax

Syntax provides comprehensive technology solutions and trusted professional, advisory, and application management services to power businesses' mission-critical applications in the cloud. With 50 years of experience and 900+ customers around the world, Syntax has deep expertise in implementing and managing multi-ERP deployments in secure private, public, or hybrid environments. Syntax partners with Oracle and other global technology leaders to ensure customers' applications are seamless, secure, and at the forefront of enterprise technology innovation.

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