



BUILDING YOUR BUSINESS CASE FOR ORACLE CLOUD

Move JD Edwards to Oracle Cloud

Redfaire Cloud 9 FAQ's

Your Business case in a Box 

Q1: Whose Cloud?

Oracle Cloud is the industry's broadest and most integrated Cloud, offering the lowest cost of deployment. Cloud 9 is hosted on Oracle Cloud Infrastructure and built on physically diverse (regional) data centers, offering credit guaranteed, 100% application availability. Oracle Cloud differs from Amazon Web Services, Microsoft Azure and other Cloud providers:

- It is a complete and integrated infrastructure engineered to run Oracle Applications, including JD Edwards in the Cloud, and is also perfect for other Oracle and non-Oracle workloads.
- Oracle Cloud offers JD Edwards customers discounts on Cloud Infrastructure (BYOL) and annual maintenance (Support Credits).



Q2: What do I need to supply?

- You supply your Oracle EnterpriseOne software and we supply the rest - CPU's, Storage, Memory, Anti-Virus, backup and disaster-recovery.
- We copy your custom objects and business data so you can see your system working in the Cloud.
- Business users just need to complete some standard acceptance testing.
- We deliver back your Cloud system - fully managed and fully serviced.

Cloud 9 has been specifically developed to ensure a smooth migration of JD Edwards to the Cloud. Our approach ensures minimal disruption to the business, both during the migration and at go-live.



Q3: Will I lose my customizations and configuration?

No. While the solution is built and hosted on the Oracle Cloud, it runs in a cloud tenancy, 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?

No. Everything is managed for you - from migration to ongoing support.

- As part of the Cloud 9 service we take full responsibility for your system.
- A single, fixed monthly subscription fee based on the number of users keeps budgeting simple.
- Your users are 100% supported across the entire user experience – for JD Edwards and all third-party applications.



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

Upgrades are easier to achieve once you are on Cloud 9. You have agile, on-demand access to all the infrastructure that you require, without the risk of impacting your current on-premises deployment.

You'll be in the right place and importantly, have the right team.



Q6: Do I need an Oracle EnterpriseOne Maintenance Agreement?

With support for EnterpriseOne 9.2 now extended through until 2035 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 EnterpriseOne on IBM iSeries and DB2/400. Is this a problem?

Cloud hyper scalers (Oracle, AWS and Azure) cannot host IBM iSeries / DB2/400 platforms but Cloud 9 leverages JD Edwards technical design (CNC) to allow us to migrate your applications and data to supported infrastructure, operating systems and databases.

In fact, regardless of where you are coming from, a key part of our migration methodology includes re-platforming your system, so as to allow JD Edwards to fully benefit from agile cloud infrastructure and to allow us to provide you with the highest levels of service and application availability.



Q8: What about security?

No one will have access to your systems without your approval and knowledge and all of your current application security rules will remain in place.

Access to the systems is provided over a dedicated and private encrypted network and provides full and unrestricted support for printing, bar-code scanning and application integration. Multi-factor / SSO authentication and Zero Trust make Cloud 9 secure by design.

Redfaire Global Support is an ISO27001 and Oracle Cloud certified company, externally and publicly audited.



Q9: What are the hours of support?

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

- We provide full support for both Oracle and agreed non-Oracle applications.
- 100% guaranteed uptime delivered against a 'Credit Guaranteed' Service Level Agreement (SLA).
- We also provide the ability to add on complementary (functional) application support services.



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

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.

If you require more information about non-Oracle workloads then please get in touch with our team who will be happy to help.



Q11: What happens if we make other plans in the future?

We would love to think that Cloud 9 and Redfaire will be right for you forever, but we know circumstances can change.

JD Edwards and its data is yours, so regardless of the contractual situation, Redfaire will support you and your plans – Our published customer exit plan is included in our annual ISO and Oracle audits



Q12: Do I pay more for Oracle Cloud when subscribing to Cloud 9?

No. The Oracle Cloud Infrastructure cost is charged at the same price that you would pay, if you were to purchase your infrastructure directly from Oracle.

Oracle Cloud is an evolving platform and Redfaire is committed to helping you benefit from cost and agility advantages, as these become available.



Q13: I run JD Edwards WorldSoftware – can I move this to Oracle Cloud?

No. WorldSoftware can only run on the proprietary IBM iSeries platform, however we have successfully upgraded and migrated many WorldSoftware customers to EnterpriseOne, running on Oracle Cloud Infrastructure.

It's not as difficult as you might think!



Q14: I don't have Oracle Technology Foundation for EnterpriseOne?

No problem. Many customers do have Oracle Technology Foundation for EnterpriseOne (check your last Oracle maintenance invoice) which allows an EnterpriseOne user to deploy Oracle Database (Standard Edition) and Oracle WebLogic Server (Standard Edition).

However by moving to Oracle Cloud, we are able to provision Oracle Database and Weblogic services as part of your monthly subscription (license included).



Q15: How long does a typical migration take?

There are three different routes that you can take to Cloud.

The fastest is what we call 'Lift and Shift' with typical projects taking 3 months or less. 'Lift and Shift' is ideal where a customer has an approaching infrastructure horizon, such as a hardware refresh or data center closure. A more common route is the hybrid Cloud 9 migration, or 'Move and Improve'. These migrations typically take between 3 and 6 months and look to secure your application (addressing identified vulnerabilities) and architecting EnterpriseOne so as to take advantage of the Cloud. The final migration route is called a 'Transformational Migration'. These projects will see you upgrade from an earlier application release (<9.2) and will typically take between 6 and 12 months (depending on your current release and level of customization).



Contact Us

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

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