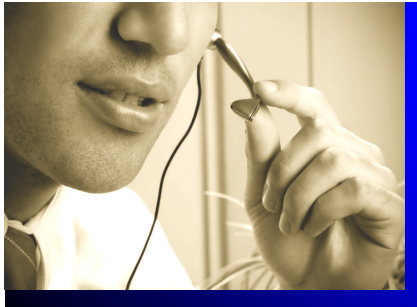


Support 24/7



Get J.D. Edwards support *when you need it*; twenty-four hours a day, seven days a week



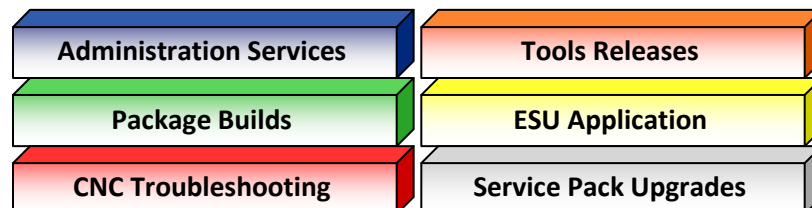
Getting support when you need it can be critical to your business. RMB is proud to offer it's customers a full array of support services when the time suits them most. We are able to provide 24/7 support with all of your J.D. Edwards needs.

- User support services, including problem resolution
- Post live functional / technical support, including testing
- CNC administration services
- Release upgrades, ESUs and service pack upgrades

Reduce Your Operating Cost

We can outsource your entire CNC support. For a smaller company, a permanent CNC staff position often isn't necessary. We can provide you with the CNC expertise when you need it, adding resources to handle upgrades when required.

We provide CNC services including:



Enable Your Users

RMB provides a full application support desk service with a consulting staff averaging ten years of experience with J.D. Edwards, whether it's World or EnterpriseOne. Our staff helped J.D. Edwards build some of the product you use today, so we know how to resolve problems.

We can:

- Quickly isolate training from set up issues,
- Coach your users through solving a problem,
- Fix small set up issues remotely,
- Connect you with a local RMB consultant if you need on site assistance,
- Apply ESU's if you encounter a functional issue.

Let RMB provide your needed short-term JDE services without adding to your ongoing operational costs

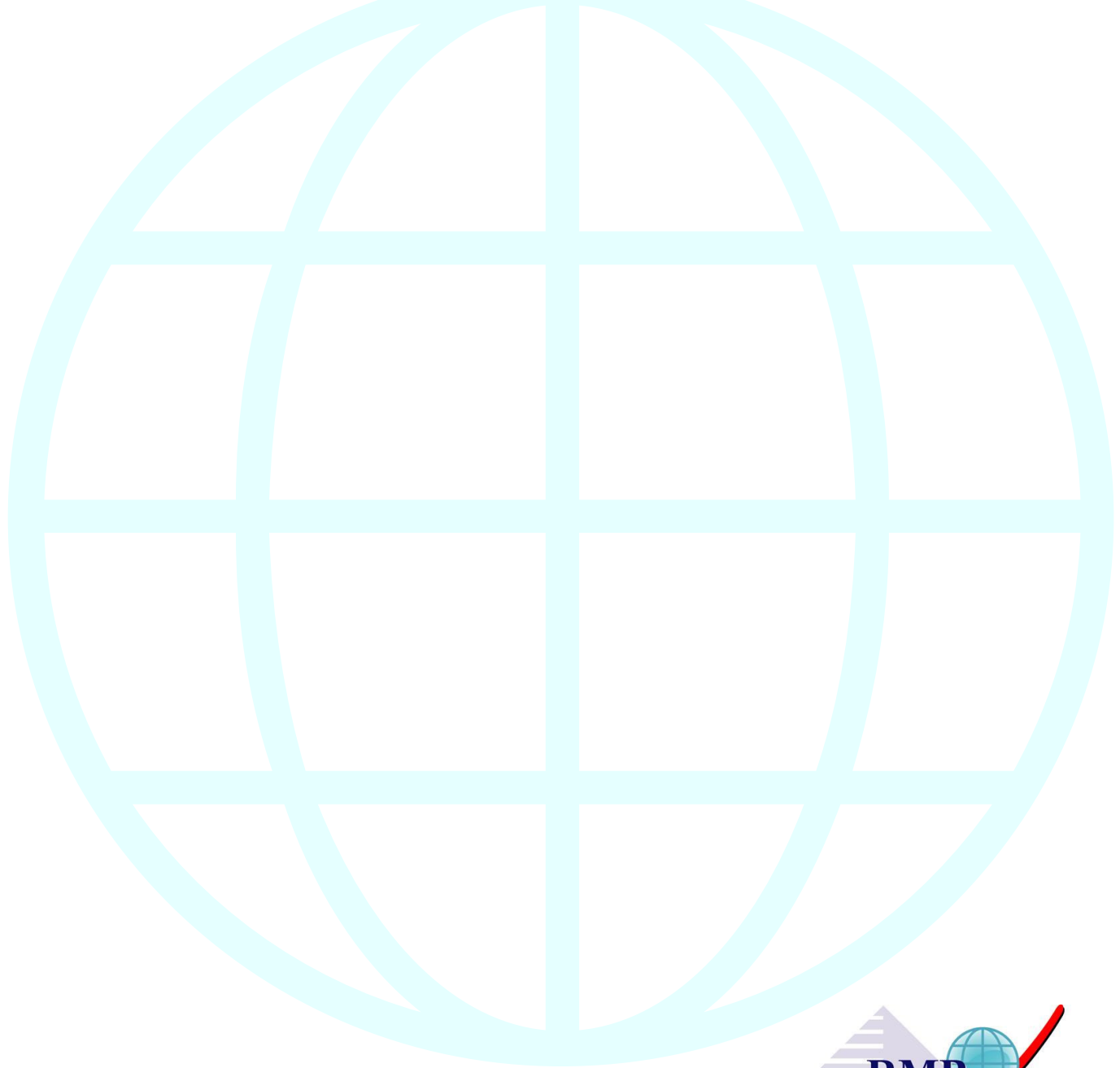
Improve your delivery time by letting RMB handle your J.D. Edwards projects. RMB provides more services, better options, better pricing and experienced people who understand your business needs

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