## CLIENT

**NEKTAR**®

## INDUSTRY

Professional Services

## SOLUTION

JD Edwards EnterpriseOne and Managed Services

## ABOUT

Nektar Therapeutics is a clinical-stage biopharmaceutical company with a proven track record of discovering and developing new medicines that treat patients living with debilitating diseases and conditions.

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"The combination of CSS Managed Services support and having our system hosted in a data center has proved to be a cost-effective way for us to manage our JD Edwards system, freeing internal resources for other initiatives."

- Philip Lam, IT Director

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## CHALLENGES

Like many global organizations, Nektar found it difficult to identify and retain resources to manage their Tier 1 ERP system, JD Edwards. And if they did find the right resources, they were not always fully utilized—and that came at a cost. Nektar supports an international structure, including multiple locations in the US and India. After a successful upgrade, Nektar augmented their talented support organization with Managed Services. The key for Nektar is the ability to get functional and development support through CSS' Managed Services support group.

## THE CSS APPROACH

CSS Managed Services allows Nektar to "dial-up" or "dial-down" the level of support needed in particular areas such as JDE support desk help/escalation, managing JDE databases and environments, software patches, menus, security, deploying new functionality, developing reports/enhancements/integrations. By leveraging a flexible bundle of resource types, Nektar is able to use their support hours for functional or technical service seamlessly based on their needs. The CSS approach allows Nektar—and other clients—flexibility and gives them experienced resources. A hosted environment eliminates hardware costs and maintenance.

## RESULTS

After a successful upgrade, Nektar wanted to continue to derive business value from their solutions. CSS helped Nektar realize the benefits of Managed Services and hosting so they could leverage full and robust JD Edwards functionality, save money and empower their users within the organization.

**Allowed high value business analysts to focus on core objectives**

**Wider capabilities with no additional staff**

**As-needed support delivery model**

**Significant savings on hardware and maintenance costs**