

# Sunny Delight Relies on JDA Support Services for Mission-Critical Assistance



## CASE STUDY



“JDA Support Services recently helped us resolve open issues during a very time-critical implementation. It was a great success. When we encountered issues while we were testing the application on Saturday and we needed JDA’s support, they answered the calls immediately. They helped us research the issues and provided resolutions in a very timely manner. The subject matter expertise from JDA Support Services was excellent.”

### David Winters

Associate Director of IT Operations  
Sunny Delight Beverages Co.

## DESCRIPTION

Sunny Delight Beverages Co. is a leading producer of juice-based drinks in North America, headquartered in Cincinnati, Ohio. The company’s brands include: SunnyD citrus punch, Elations dietary supplement for joint health, Fruit<sub>2</sub>O flavored waters, and Veryfine 100% juices and juice drinks. Founded in 1963, Sunny Delight has more than 600 employees at its headquarters and main research and development center in Cincinnati, as well as five manufacturing facilities throughout the United States.

## OBJECTIVE

Access JDA Support Services during a time-sensitive transition of the JDA Warehouse Management production server to a new location:

- Partner with JDA to support production server transition, which needed to take place during a 63-hour window
- Consult with JDA experts before transition to create a solid foundation of the support process
- Rely on JDA Support Services team for troubleshooting and speedy resolution

## JDA SUPPORT SERVICES

- Guidance from product experts, technicians and operations specialists
- State-of-the-art processes and tools to diagnose issues quickly
- 24/7 access to JDAUser.com for online case support, as well as product information, KnowledgeBase database, webinar archives and Special Interest Group forums

## REAL RESULTS

- Performed a mission-critical production server transition ahead of schedule
- Achieved a major technology changeover without any business interruption
- Resolved all issues quickly and cost-efficiently