

Functional vs. Technical Consulting in JD Edwards EnterpriseOne

Your JD Edwards success depends on two critical skill sets. This guide breaks down the difference, how they work together, and why getting the right mix matters more than most organizations realize.

20+ YEARS JDE EXPERTISE | **24/7** MANAGED SERVICES | **2** CRITICAL SKILL SETS | **#1** LARGEST FUNCTIONAL + TECHNICAL TEAM IN NA

OVERVIEW

Two Different Roles. One Shared Goal.

JD Edwards is a powerful ERP platform — but getting the most out of it requires the right mix of functional and technical expertise. These two disciplines solve very different problems, operate at different layers of the system, and require different backgrounds. Yet both are essential, and both directly determine how well your JDE environment supports your organization's goals.

 <p>Functional Consulting</p> <p>Focuses on business processes and module configuration. Functional consultants make sure JDE aligns to how your business actually operates — across Finance, Distribution, Manufacturing, HCM, and more.</p>	 <p>Technical Consulting</p> <p>Focuses on system architecture, CNC administration, security, development, and performance. Technical consultants keep JDE fast, stable, integrated, and secure.</p>
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💡 Most JD Edwards issues aren't purely functional or purely technical — they're intertwined. A functional problem can look technical (bad COA → "reporting issue"), and a technical problem can appear functional (slow batch jobs → "MRP not working").

SIDE-BY-SIDE COMPARISON

What Each Discipline Covers

 Functional Consulting <small>Business Process + Application Expertise</small>	 Technical Consulting <small>Architecture + Development + System Performance</small>
WHAT THEY FOCUS ON	
<ul style="list-style-type: none"> • Mapping processes to JDE workflows • Configuring modules — no coding required • Leading requirements and solution design • Building functional specs for developers • UAT planning and execution • Training and user adoption • Best practices across Finance, Distribution, Manufacturing, UDOs, HCM and more 	<ul style="list-style-type: none"> • CNC administration • Tools Release + ESU upgrades • Performance tuning • Role-based security • Custom development (forms, UBEs, extensions) • System monitoring and health • Integrations — CRM, WMS, banking, HRIS, cloud apps
WHERE THEY ADD VALUE	
<ul style="list-style-type: none"> • Financial close and Plan-to-Make optimization • Inventory accuracy improvements • Procure-to-Pay and Order-to-Cash optimization • Chart of accounts redesign • Manufacturing scheduling • Compliance and audit readiness 	<ul style="list-style-type: none"> • Upgrades and deployments • Integrations and APIs • OCI migrations • Custom application development • System reliability and uptime • Troubleshooting and environment fixes

COLLABORATION

How Functional & Technical Work Together

JD Edwards runs best when functional and technical consulting overlap. Here's how the two disciplines collaborate across the most common project types:

Project Type	Functional Role	Technical Role
New Implementations	Business process design, configuration	Environments, customizations, integrations
Upgrades	Testing, validation	CNC work, retrofits, deployments
Reporting	Define KPIs and requirements	Build UBEs, BI Publisher, integrations
Integrations	Workflow and process design	Technical build, APIs, orchestrations
Managed Services	Module support, enhancements	Performance, monitoring, issue resolution
Security	Role configuration and SOD design	Security configuration, implementation, maintenance

QUICK SUMMARY

The Bottom Line

 Functional = Business-First <ul style="list-style-type: none"> • Process mapping • Module configuration • Requirements gathering • UAT & training • Functional documentation 	 Technical = System-First <ul style="list-style-type: none"> • CNC administration • Development & integrations • Security & performance • Tools Release work • Architecture & scalability
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WHY IT MATTERS

Understanding the Difference Helps You...

 <p>Fix the right issues faster by knowing where to look first</p>	 <p>Reduce risk and downtime by engaging the right expertise at the right time</p>	 <p>Improve user adoption with proper process alignment and training</p>
 <p>Modernize your JDE landscape with a clear technical and functional roadmap</p>	 <p>Plan smarter upgrades with both business and system readiness in view</p>	 <p>Drive more value from your ERP investment across every module and process</p>

💡 Most JDE problems look like one thing on the surface and are actually something else underneath. Having access to both functional and technical expertise — ideally from a single trusted partner — means faster diagnosis, faster resolution, and fewer expensive surprises.

WHY GSI

The Right Mix of Expertise — Under One Roof

GSI brings one of the largest and most experienced functional and technical JDE teams in North America. Whether you need deep module expertise, CNC support, custom development, or a full transformation — we have the people and the proven methodology to get it done.

<p>20+</p> <p>Years of JD Edwards expertise across industries</p>	<p>24/7</p> <p>Full-service E1 Managed Services coverage</p>	<p>#1</p> <p>One of the largest functional + technical JDE teams in North America</p>
 <p>Deep experience in manufacturing, distribution, construction, CPG, and more</p>	 <p>Proven methodology for upgrades, integrations, and transformations</p>	 <p>Single partner for both functional and technical needs — no gaps</p>

GET STARTED

Not Sure Where Your Gaps Are?

Request a Functional & Technical Assessment

Find out where your biggest opportunities are — business process, system performance, or both. Our team will evaluate your JDE environment and deliver a clear, prioritized roadmap at no cost.