

MANAGED SERVICES FROM APPS ASSOCIATES

Today, even the best IT organizations are finding they need help to support a more diverse and complex enterprise application and technology portfolio as well as balance the competing business priorities of IT operations and innovation.

Apps Associates provides a managed services model that helps IT organizations to manage their IT costs.

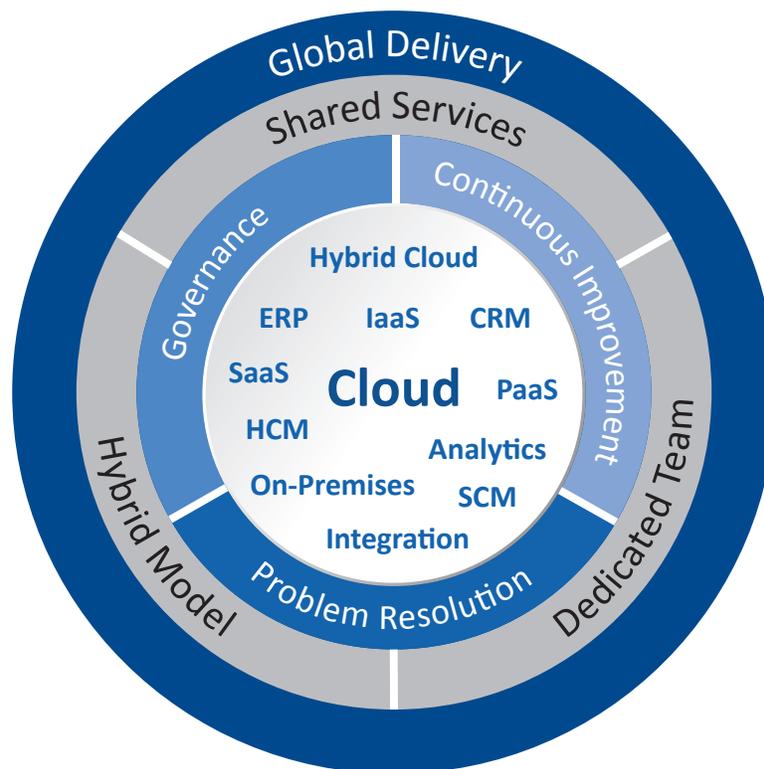


Fig 1: Apps Associates Managed Services Model

Problem Resolution	Incidents	Incidents are issues with functionality that is currently implemented and not working as expected
Governance	Administration	Administration tasks include configuration, setup and access provisioning
	Release Management	Analysis of software vendor’s release notes for the quarterly update cycle with a clear summary & mapping showing the implications for your environment
Continuous Improvement	Enhancements	Enhancements include changes to existing functionality or a request to implement new functionality that is not currently utilized within your environment
	Process Improvement	Root cause analysis of incidents and corrective actions, solution design, release roadmap review and assessment, change management processes

"Hologic has been working with Apps Associates on a variety of different initiatives. Their global delivery model has allowed us to scale while providing a high-quality sustaining team. We are looking forward to a continued partnership with Apps Associates."

Dave Rudzinsky,
SVP, Information Services & CIO, Hologic, Inc.

	Basic	Standard	Enhanced	Comprehensive
Resources	100% Remote Services (Onshore and Offshore staffing)	Occasional Onsite Presence with Remote Services (Onshore and Offshore staffing)	Dedicated Onsite Presence; US-based remote and Offshore pooled team	Dedicated Onsite Presence and Dedicated Offshore Team
Service Hours	8x5	12x5 24x7 for critical issues	16x5 24x7 for critical issues	24x5 24x7 for critical issues, month-end and quarter-end support
Included Services	Incidents and Enhancements Only	Incidents, Enhancements, Release Management	Incidents, Enhancements, Release Management, Process Improvement	Incidents, Enhancements, Release Management, Dedicated Process Improvement

Customer Benefits of Working with Apps Associates

- Breadth of expertise enables Apps Associates to support your entire enterprise footprint including ERP, CRM, HCM, supply chain and analytics from vendors such as Oracle and Salesforce
- Cloud managed services for SaaS, PaaS and IaaS from vendors including Oracle, AWS, and Salesforce
- Flexible staffing and delivery models to support your changing needs, and to fit your budget
- Global coverage but not too big to deliver personalized customer care
- Ability to deliver managed services and projects that create new value to support your business
- A trusted partner with satisfied, referenceable customers

ABOUT APPS ASSOCIATES

Apps Associates is a global IT services company that enables organizations to implement, adopt and manage Oracle Applications, Cloud Infrastructure, Salesforce, Analytics and Integration solutions. We partner with our customers to enable their journey to the cloud and deliver continuous business improvement with our managed services. We differentiate through our relentless attention to delivery excellence and customer care. Apps Associates is an Oracle Platinum Partner, a Premier Consulting Partner with Amazon Web Services and a Salesforce Silver Consulting Partner.



OUR STRATEGIC PARTNERS



North America (HQ)

Europe

Asia