

# MANAGED SERVICES, POWERED BY APPS ASSOCIATES

For leading IT organizations, the need for quality IT service management is more important than ever. Today, even the best IT organizations are finding they need help to:

- Support a more diverse and complex enterprise application and technology portfolio
- Balance competing business priorities around operation vs. innovation
- Resolve staffing conflicts between project delivery and support

- Transform from a “people-based” support model to a “process-based” support model

CIOs and senior IT business application managers must implement and deliver results that transform the business, all while adopting and managing leaner operating models. Gartner research estimated that 66% of IT Spend<sup>1</sup> is spent to run the business.

Apps Associates provides a managed services model that helps organizations move towards effective IT spend.

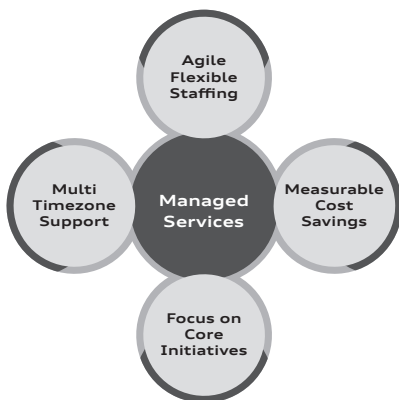


Fig 1: Apps Associates Managed Services Model

"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.

<sup>1</sup> Source: Gartner IT Key Metrics Data 2012 IT ENTERPRISE SUMMARY REPORT

“We have had a working business relationship with Apps Associates for many years. Their knowledge of technology and process is excellent. I would recommend them to anyone.”

Director of Information Systems,  
Global Manufacturer & Distributor of Specialty Printing Equipment

## Apps Associates Solution

Traditional managed service providers simply add overhead to operating costs because they lack the breadth of expertise to support today’s complex IT portfolios. Apps Associates redefines Managed Services to scale directly with customer needs. Whether the need is staff augmentation or Incident/Problem Management or end-to-end IT organization capabilities, we’ll deliver the right service at the right time with the right people.

Managed Services from Apps Associates provides a cost-effective solution that targets reducing the distractions and cost of operational maintenance and support activities. Based on a global delivery model and deep enterprise platform experience, our team will free up your internal resources to focus on innovation, while we ensure your operations run seamlessly.

### Customer Benefits of Working with Apps Associates

- Breadth of expertise allows Apps Associates to support your entire enterprise footprint including Oracle eBusiness Suite, OBIEE, Oracle Enterprise Performance Management, Oracle Fusion Middleware, Salesforce.com, Microsoft Sharepoint and much more
- Streamline your vendor coordination for consistent and predictable service delivery
- Flexible staffing and delivery models to quickly address ever changing support needs, you’re never locked in to a single solution
- Transparency through joint Quarterly Business Reviews keeps you in the driver seat of your IT spend
- Coverage windows that are aligned with your business needs

## ABOUT APPS ASSOCIATES

Apps Associates is a global IT and business services organization that provides solutions for Cloud, Analytics and Integration. Our mission is to partner with customers to enable business improvement by streamlining business processes using advanced technology. We innovate by constantly launching new services and solutions and we differentiate through our relentless attention to delivery excellence and customer care.



### OUR STRATEGIC PARTNERS



North America (HQ)

Europe

Asia