APPLICATION MANAGEMENT SERVICES

Reducing costs and improving productivity for small and medium application management engagements

To achieve peak operational efficiencies in their IT organizations, companies must focus their IT strength on core competencies and strategic functions. Many companies find that outsourcing their routine application management functions help them reduce costs and enhance their productivity. Further, while Application outsourcing services are common for large engagements, companies are still to take advantage of such services for smaller / medium-sized engagements.

We, at Optimum InfoSolutions, offer Application Management services for small and medium sized engagements.

We help our customers maintain and enhance business applications on a sustainable basis, thereby letting their key IT associates focus on more strategic initiatives that have a bigger impact on business success.

AMS BUSINESS MODEL

As part of our Application Management services, we offer the following:

- Level 1 / Key User support
- Application monitoring and control
- Defect resolution
- Enhancement development
- Ongoing Quality control

We set up a blended application management team (with a right mix of onsite and offshore resources) in order to keep the costs down and provide extended period of support to our customers.

Our technical team operates from our offshore center in Singapore. Singapore operations give us the benefit of low employee turnover, excellent infrastructure and very low communication costs – which help us control our overhead expenses.

We use flexible but structured processes to help ensure collaborative and transparent communications between the teams and the customer. We keep our processes simple and flexible to meet the needs of small / medium sized engagements.

To support our processes, we use collaborative tools and comprehensive reporting. This helps us maintain clear communication and understanding with all stakeholders of the engagement.

Some of the important benefits of our application management services are:

- Improves end-user satisfaction by providing service levels that match performance with user expectations
- Improve productivity by focusing internal IT staff on more strategic functions and high impact business activities
- Reduce costs by using a global team for application management activities.

OUR STRENGTHS

Our unique approach to global maintenance and support services extends beyond just staffing to offering a robust set of skills, processes and methodologies. Our key strengths are:

Deep technology skills: We are a technology-focused organization. We hire people with good skills and experience and work to further build their skills on an on-going basis. Our teams also collaborate within the organization to continually develop their knowledge and solve customers' technical problems.

Flexible but structured processes: Application management services depend extensively on good underlying processes. If the processes are not consistent with the needs of the engagement, they create a burden on the team and lead to unsuccessful engagements. At Optimum, we ensure that we maintain flexible processes that can be well aligned with the requirements of the engagement. Once the process is streamlined, we ensure that the teams follow the process diligently to increase the transparency and effectiveness of our service.

Right-sized organization: We are a right-sized organization for small and medium sized engagements. We are small enough to be flexible and big enough to provide ensure long term reliability in support engagements.

Singapore Operations: Singapore's strength in infrastructure, stable resource base, helps us be highly productive and ultimately most effective for our customers.