Deloitte.

Application Management Services

Life after go-live

As a company embarks on technology programs, there is a natural tendency to focus on delivering the solution to the business while delaying the structuring of how the solution will be supported when it is placed into production.

Many companies today invest millions to establish enterprise software solutions, but often leave the real value of these solutions untapped. They succumb to the common misconception that creating the system is an end in itself – once the ribbon is cut, the benefit is realized and new needs won't emerge. The decisions and their timing, of how an enterprise application will be supported have a profound impact on application TCO, risk, end-user satisfaction, and solution agility.

When faced with budget, capacity, and skill-set limitations, application outsourcing enables companies to:

- **Realize Cost Savings:** Outsourcing of the management of an application can produce cost saving of 15 to 40% annually

- **Mitigate Risk:** Improving the predictable performance of the application to defined service levels

- **Align Resources:** Providing access to skilled resources and enabling internal staff to focus on higher value activities

- **Accelerate Stabilization:** Deploying resources and methods to transition to steady-state

How we can help

Deloitte understands the need for flexibility in application management, and with two out of three IT dollars spent on operational support services, driving those costs down becomes an imperative. Deloitte is relentlessly focused on driving down costs, improving quality, and accelerating value realization in every aspect of our services.

- **Depth and Breadth of People**
  Deloitte provides comprehensive capabilities covering technical, functional, industry-specific process, and strategy disciplines. Deloitte offers a leading talent development model evidenced by the highest staff retention rates in the industry

- **Flexible Delivery Mode**
  Deloitte will configure services, skill-sets, client involvement, location, and duration of the AMS solution to maximize benefits, balance risk, and deliver cost efficiencies

- **Proven Application Management Tools and Processes**
  Deloitte's AMS Workbench provides a highly specialized set of tools, methods, and processes, tailored to the unique application requirements of the SAP, Oracle, and Information Management platforms. The AMS Workbench reduces transition risk, accelerates stabilization, and standardizes service delivery

- **Outcomes Focused**
  Deloitte aligns business and technical objectives of application stakeholders, defines metrics, and ties the performance of the AMS organization to the business outcomes that matter most to our clients

Application Management Services

Deloitte offers a complete spectrum of application services to meet the evolving demands of our clients. We offer a proven, cost-effective way for companies to rapidly stabilize their enterprise solutions and transition into application optimization and innovation.

Resource Capacity:

Deloitte augments existing client staff and provides additional capacity to address the fluctuations in demand for specific skill-sets and resource levels
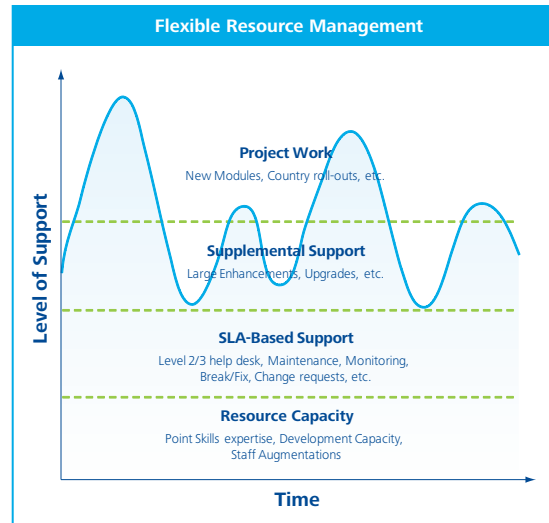
SLA-Based Support:

Deloitte provides services for maintaining, managing, and enhancing software platforms in line with defined objectives and SLAs

Supplemental Support:

Deloitte provides resources and capabilities for the execution of large enhancements and upgrades, helping clients prioritize and execute value-added application improvements

Project Work:

Deloitte's model allows for the insertion a wide range of skill-sets to aid in the execution of a variety of cost-saving and value-enhancing business and application programs

Flexible Resource Management

Level of Support

Project Work
New Modules, Country roll-outs, etc.

Supplemental Support
Large Enhancements, Upgrades, etc.

SLA-Based Support
Level 2/3 help desk, Maintenance, Monitoring, Break/Fix, Change requests, etc.

Resource Capacity
Point Skills expertise, Development Capacity, Staff Augmentations

Time

Where to start

A successful application support model begins well in advance of go-live. It is imperative to assess internal and external needs and capabilities, prepare operations for transition, and define a clear end-state. Proper attention and effort to these activities can significantly increase the chances for delivering on goals tied to risk, predictability, and cost.

In today's competitive business environment, your approach to application management needs to address the achievement of business case benefits while providing the means to respond quickly to changes in business demands. With over 20 years of application management experience and as a recognized leader in business and technology consulting, Deloitte is uniquely positioned to help you achieve both of these goals.

Contact

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