

FAQs

Sapphire 2009



Do you want
to further reduce your 'Keep-the-Lights-On' spend?

1. What is Shared Services?

An innovative service delivery model to provide Support & Maintenance services of Enterprise Applications to multiple customers delivered by a common pool of consultants round-the-clock.

2. Name few challenges that this solution is expected to address..

Some of the Challenges faced by CIOs.

- How can I reduce my per user support cost YoY?
- How can I reduce the Non-Discretionary Spend while maintaining the service levels?
- How can I ensure that future costs and reduction therein can be predicted?
- Can I have a model that is scalable and allow for temporary expansion in capacity to support enhancements?
- How can I have a dynamic cost structure that caters to the fluctuations in business demands?
- How can I ensure higher customer satisfaction from higher quality of service?

3. Under what situations would Shared Services be suitable for me?

Shared Services can be used in situations where:

- Application landscape has too many modules but does not need FTEs for each module as ticket counts are low
- Looking for 24x7 support but is concerned on the additional cost involved for the extended coverage
- Looking for a Scalable model to include occasional Minor Enhancements work but does not need dedicated FTE all the time
- Need a person or two with very niche skill set to provide support on-need basis (not full-time)
- Looking for a Service Desk to handle L1 type requests and to route the calls to right support team
- Looking for a Flexible cost structure to address sudden surge or fall in tickets due to business dynamics
- Looking to move away from traditional T&M model to a more Flexible & Predictable pricing models (like ticket-based, work unit based etc.)
- Looking for a low-cost option to 'Keep-the-lights-on' to further reduce my maintenance spend while maintaining service levels
- And many more

4. What are your Service Offerings covered under this model?

Application Support

- Level 1 - Service Desk
- Level 2 - Incident Management
- Level 3 - Bug Fixes & Problem Management

Application Maintenance - Minor Enhancements, Major Enhancements

Application Administration - Oracle Apps DBA, SAP Basis

Business Support (like Period-end), Niche skills, Ad-hoc work etc

5. What type of technologies can be delivered / supported under this model?

We currently offer Enterprise Packages. Any package in the market under ERP, CRM, HCM, SCM etc. is included in addition to the Administration activities like Oracle DBA, SAP Basis is also included.

6. Will this be on Global Delivery Model (onsite/offshore combination)?

Yes. We are also open to executing services from near-shore locations, which can be Infosys proximity development centers (closer to customer offices) or countries like Mexico & China offering cost benefits. We also have a capability to operate 100% offshore.

7. What are business benefits a customer can get from this model?

Benefits to Customers	Description
Transformational Value Additions	<ul style="list-style-type: none"> • Manage results rather than people • Higher predictability of costs • Higher offshorability leading to reduced IT spend
Higher Flexibility on Pricing	<ul style="list-style-type: none"> • 'Pay-for-use' concept helps customers to pay only for the efforts expended to support their environment • 'Base + Variable' Models • Model caters to dynamic business changes (seasonal peaks and non-seasonal lows)
Increased Responsiveness	<ul style="list-style-type: none"> • Dedicated Service Desk acting as SPOC to address user queries and to report on status and progress • Process automation of ticket management helps in faster responses to user queries and incidents • Co-location of L1/L2/L3 support personnel helps in leveraging all levels of experience to resolve an issue
Increased Scalability	<ul style="list-style-type: none"> • Can accommodate additional requirements quickly due to the availability of vast shared pool • Economies of Scale (Non-linear pricing for higher ticket volumes)
Reduced Overhead on Operational Issues	<ul style="list-style-type: none"> • Service Delivery on 'Managed Services Model' which reduces the operational overhead for customers • Customers still enjoy the Strategic and Tactical control
Efficient Knowledge Management	<ul style="list-style-type: none"> • Deployment of common issue/resolution repository increases turn-around times for incidents • Reduces the learning curve for new joinees
Standardized Support Processes & Tools	<ul style="list-style-type: none"> • Support Methodology is based on ITIL Framework • Standardized metrics to measure performance • Dedicated Ticket Management Tool • Leverage best-of-breed productivity improvement tools
Improved Resource Management	<ul style="list-style-type: none"> • Optimum resource utilization • Single tree reporting structure helps in effective people management and work allocation

8. How are security aspects taken care?

Infosys has put forth a very comprehensive plan for addressing customers' concerns on security. From the resource point of view, the security is addressed in three ways:

- A consultant is allocated only to a maximum of three customers at any point of time
- The three customers, a particular consultant is allocated to, will be from three different industries to protect the confidentiality and IP policies
- At any time, the consultant will be connected to only one customer's environment thereby avoiding the potential data security problems

9. What is the pricing model?

Pricing is on 'Pay-per-Use' concept. It is based on scope of work, SLA requirement etc. Customers will be charged a fixed price every month for a fixed capacity of work. Provision will also be given to address incremental capacity requirements by means of slabs.

Work will be defined in terms of 'Units of Work' (UoW) which could include incidents, service requests, user queries, bug fixes, minor enhancements, development work, ad-hoc requests etc. All these types of work will be defined as units of work for easy understanding and they can be used interchangeably.

In consultation with the customer, we will fix a base capacity per month and charge for it every month. Additional capacities can be procured separately in increments of UoWs at extra cost. Customer has the flexibility to use this UoWs across any type of work.

10. How does the customer benefit from this innovative pricing model?

Value-based Pricing - Mapping the charges to the quantum of services delivered using well-defined service catalog, moving away from effort based to value based pricing

Pay-per-use - In this concept, you pay only for what you consume and not FTE dependent.

Higher Flexibility -

- To define the base capacity every quarter to meet varying business demands in an annual cycle.
- To ramp up and ramp down due to varying work demands
- To be able to interchangeably use the UoWs across all type of requests

Higher Predictability - Since the capacity is fixed every quarter, there is predictability in the IT spend every quarter and can adjust according to business needs.

Higher Cost Control - Customer has the flexibility to control costs by redefining the base capacity every quarter and pay only for what is required, instead of paying for the locked-in FTEs for a longer period.

Reduced Overheads

- As it is not FTE based pricing, this reduces the overheads in managing people
- Single SoW can cater to variable demands avoiding multiple CRs

Speed-to-Market - Availability of a service catalog and the associated UoW (including estimation and cost) helps the customer to plan better, avoids negotiation every time and faster realization of benefits.

Reduced TCO - Non-linearity in the pricing model helps the customer to have reduced costs with increasing volume of work giving them the economies of scale.

11. Explain the ticket handling process.

GSC will have a dedicated ticketing system for allocation, SLA management etc. a comprehensive delivery management suite based on ITIL framework.

- If the customer doesn't already have a tool, this tool can be used by the customer to create tickets. User License and a one-time deployment/configuration cost will be applicable.
- If they already have a tool, an interface can be built between both the tools for ticket flow and a onetime charge will apply for building the interface for the customer.

Users or helpdesk personnel can call our L1 support team using a toll-free number for any clarifications.

12. Explain the Connectivity to customer environment.

The connectivity will be through Internet VPN. There will be no additional charges to customer for this type of connectivity. If the customer prefers any other model (Dedicated or Site to Site etc.), charges will incur.

13. How can I start?

We have arranged for a small questionnaire to understand your landscape. Based on the information provided, we can quickly put together a proposal with commercial within 2 weeks.

For more details write to
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For more information, contact askus@infosys.com

About Infosys

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