

Application Management

OVERVIEW

Finacle solutions are at the nerve centre of a bank's operations and constitute a mission critical element in the bank's business organization. With customers demanding speed, convenience, differentiation and superior service, it is critical to ensure that ongoing and timely support for Finacle guarantees its high availability, high performance and high service levels.

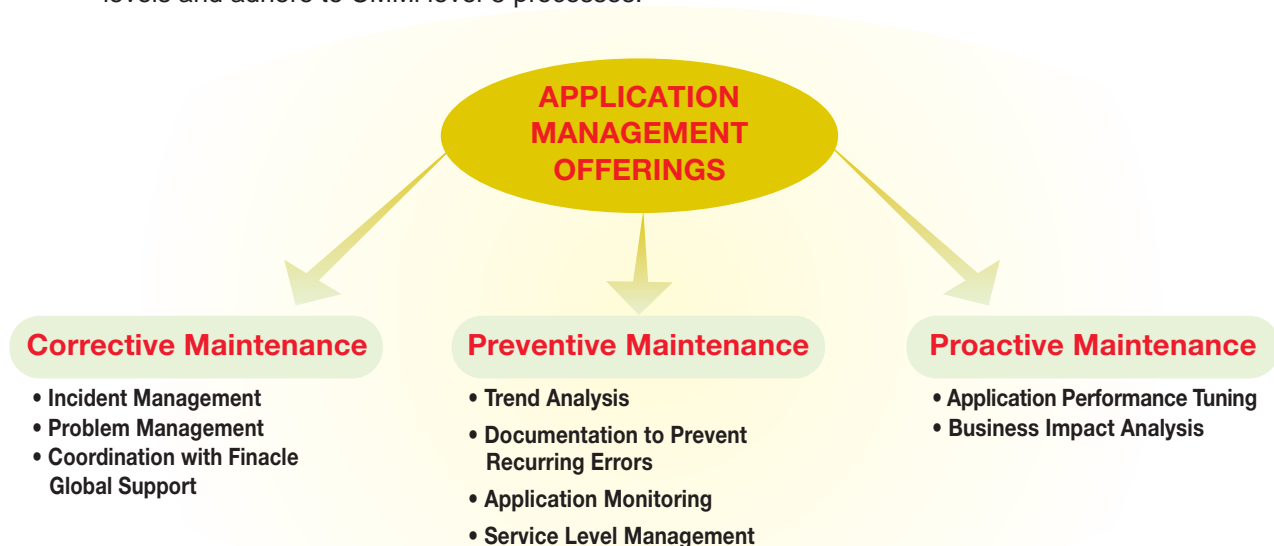
Banks need dedicated service support from Finacle-proficient professionals to:

- Optimize the Total Cost of Ownership (TCO) of Finacle solutions
- Bring in the flexibility to transition to Finacle's next generation versions
- Provide a customized service model that aligns to the service levels committed to customers by the business
- Align to best practices in services delivery
- Meet the rigours of IT challenges

Finacle Application Management

Finacle application management services are designed to offer banks the freedom and cost-efficiencies of reliably outsourcing the maintenance and enhancement of Finacle solutions. Aimed at maximizing the functionality of Finacle, these services ensure that the bank's solutions evolve as its business does. The application management services ensure that Finacle solutions are managed and operated on a 24X7 basis, in a highly available and secure environment to transact business efficiently. Services are also provided for customization management.

The application management services are premised on the ITIL frameworks approach and leverage the Finacle Knowledge Management repository. The services are delivered in accordance with a structured maintenance plan that identifies and removes potential threats to the overall system stability. There is strong emphasis on performance measurement and change management. The services are bound by clearly defined mutually agreed service levels and adhere to CMMi level-5 processes.



Key Offerings

Corrective Maintenance

Incident Management

Consistent processing of incidents arising from day-to-day operations to restore normal service operation in the shortest span of time, significantly minimizing business impact.

Problem Management

Managing and tracking issues impacting service. It also entails identifying workarounds, determining long term solutions and meaningfully interpreting data aggregated to define preventive solutions.

Coordination with Finacle Global Support

Seeking technical, architectural and functional information from Infosys Global Support Centre for optimal issue resolution.

Proactive Maintenance

Application Performance Tuning

An iterative process to systematically identify, tune and eliminate bottlenecks in the Finacle suite of applications till it meets defined performance objectives.

Business Impact Analysis

Assessment of the impact of a change in the technical or business environment on the Finacle suite of applications and preparation of contingency plans to mitigate the impact of the identified issue.

Preventive Maintenance

Trend Analysis

Trend analysis and planning to maximize service efficiency and identify potential problem areas, before critical business operations are interrupted.

Documentation to Prevent Recurring Errors

Documentation of errors frequently committed by users in the course of day-to-day operations with the recommended procedures to prevent their recurrence.

Application Monitoring

Periodic monitoring of Finacle application services to detect and respond appropriately to problems.

Service Level Management

Planning, coordinating, drafting and monitoring Service Level Agreements (SLAs) to ensure that the benchmarked service quality is maintained and gradually improved.

Business Benefits

Enhanced delivery confidence with predictable time-to-market, lowered TCO and improved ROI resulting from:

- Strategic differentiation and operational superiority created from managing the Finacle suite of solutions in a manner that provides greater business value
- Higher availability of Finacle solutions and reduced downtimes on mission critical modules
- 20% - 35% reduction in operational costs
- Proactive monitoring of key performance criteria and de-risking the service delivery model for robust operations
- Enhanced service levels through best practices based on ITIL frameworks



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