



KEEP THE LIGHTS ON - APPLICATION MAINTENANCE AND SUPPORT

Infosys[®]

The Infosys next-generation application management services bring in business relevant application maintenance and support for different models such as dedicated support, shared support, shared services, or dedicated service offerings for ongoing application and maintenance of current install base of the Microsoft Dynamics suite of products – AX, CRM, and NAV.

Application maintenance services (AMS)

Our AMS services include:

- Product enhancements – Adding new functionality (new module, new report, etc.)
- Production support and application maintenance – corrective maintenance, bug fixes, production support, and coordination with L1 team where required

Support phase

Infosys provides warranty / hyper care support, and steady state support once the application has stabilized. We provide all types of support levels i.e. L1, L2, L3, and L4 support during the warranty / hyper care phase, and L2, L3, and L4 support during the steady state support. Brief description of different support options are given below:

L1: It is the initial level of maintenance provided by the user help desk. They help to screen the issues and assign to appropriate party / owner.

L2: It deals with support tickets that can be resolved by doing basic configuration in the application or suggesting workarounds.

L3: It deals with tickets requiring code changes.

L4: It deals with tickets related to the product, which might require help from the product vendor in terms of raising support tickets or Hotfix or a patch release.

Phase	Key Activities	Key Deliverables
Secondary support	<ul style="list-style-type: none"> • Support activities for lower priority issues • Understand resolution of higher priority issues 	<ul style="list-style-type: none"> • Status and issue-resolution reports • Resolution of lower priority issues
Primary support	All support activities including higher and lower priority issues	<ul style="list-style-type: none"> • Resolution of all issues, status, and issue resolution reports
Steady state support	<ul style="list-style-type: none"> • Develop enhancements identified in specific areas like requirement specification, technical design, testing • Transition process in areas where transition is not complete • Production support – level 3 and level 4 <ul style="list-style-type: none"> ○ Minor enhancement – Adding minor functionality ○ Preventive maintenance – Root-cause analysis for recurring issues ○ Perfective maintenance – Bug fixes, performance tuning 	<ul style="list-style-type: none"> • Delivery of enhancements • Ongoing problem ticket resolution (for production support). • Metrics and reporting <ul style="list-style-type: none"> ○ Productivity, quality, analysis ○ SLA adherence

Fig 1: Support phases described in detail

Support services

The Infosys service support methodology capitalizes on the wide knowledge base that Infosys has acquired over a period of time, while maintaining numerous legacy, package-based, and home-grown / custom-built systems for various clients worldwide. Coupled with its world-class infrastructure, this methodology has made it possible for Infosys to offer its services in maintaining the client software offshore. This is a cost-effective methodology for the client since the overheads involved in having maintenance personnel onsite is eliminated and the time zone differences are leveraged effectively. There are two types of support models:

Dedicated support model





In this model, Infosys deploys a dedicated team to provide support. It remains same for the contract period and can cover L2 / L3 / L4 support requirements. The team can be based at the onsite location and/or offshore, as per the need. The model offers support performance parameters (SLA, SLA performance) which define the pricing. Infosys manages the scheduling, resourcing, and management of the support team.

Shared support model

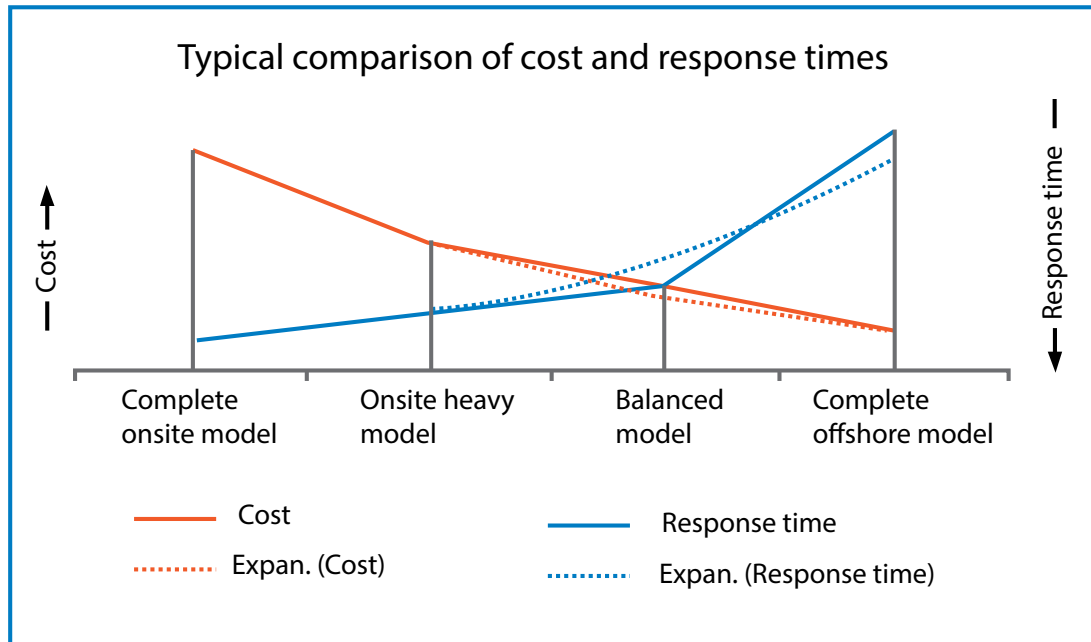
This is a ticket-based model where a certain unit of work (UoW) is bought by the client and is primarily L2 / L3 / L4 support. The support team is primarily offshore-based, however, based on the requirement, can be deployed onsite, if required. The Infosys support team assists multiple clients and ensures that all the support performance parameters are adhered to. During the contract period based on the quarterly reviews, the customer has the flexibility to revisit the UOW bought and can adjust it as per trends going forward. Infosys manages the scheduling, management, and resourcing for the support team.

Support location strategy

Based on our understanding of the client's probable IT requirement, we proposed the below support options:

 Complete onsite model	 Onsite heavy model	 Balanced model	 Complete Offshore Model
<ul style="list-style-type: none">Maximum cost due to dedicated onsite team with expertise in all the areasMinimum coordination EffortDoes not leverage differential time zone advantage	<ul style="list-style-type: none">Increased cost due to heavy onsite presence with expertise in various modulesOffshore Team involved in only R&D or change request developmentFaster issue resolution with lower dependency on Offshore	<ul style="list-style-type: none">Cost optimization due to a balanced team structureSmall onsite team for minimal business engagement and faster response time for simple L2 and L3 ticketsLeverages advantage of differential time zones for issue resolutionSimple workarounds or queries can be addressed directly by onsite team	<ul style="list-style-type: none">Low on costMore coordination effort required from clientDelayed response time due to differential time zonesMore suitable for L3 and L4 Tickets

Why balanced model?



- Infosys recommends a balanced model, as it optimizes the cost while providing faster response to critical issues
- More suited for transition from a loosely defined SLA structure to a well-defined and achievable SLA structure

Value addition

- Mix of client requirements, centre of excellence thought leadership, and program experiences to develop GTM solutions that are innovative
- Usage of Infosys developed and standard Microsoft-aided collaterals for competency building
- Trainings, continuous skill assessment, webinars
- Strong governance
- Global business continuity with employees available across time zones
- Proactive tracking

Benefits:

- Cost reduction and greater return on investment (ROI)
- Increased predictability
- Performance optimization
- Flexible capacity model
- Global operations scalability
- Demand flexibility enablement

Key highlights of application maintenance include:

Enablers:

- On-demand experienced pool of resources
- Best practices repository from global clients
- Competency building focus and initiatives
- Knowledge sharing initiatives across projects
- Support transition tools and kits

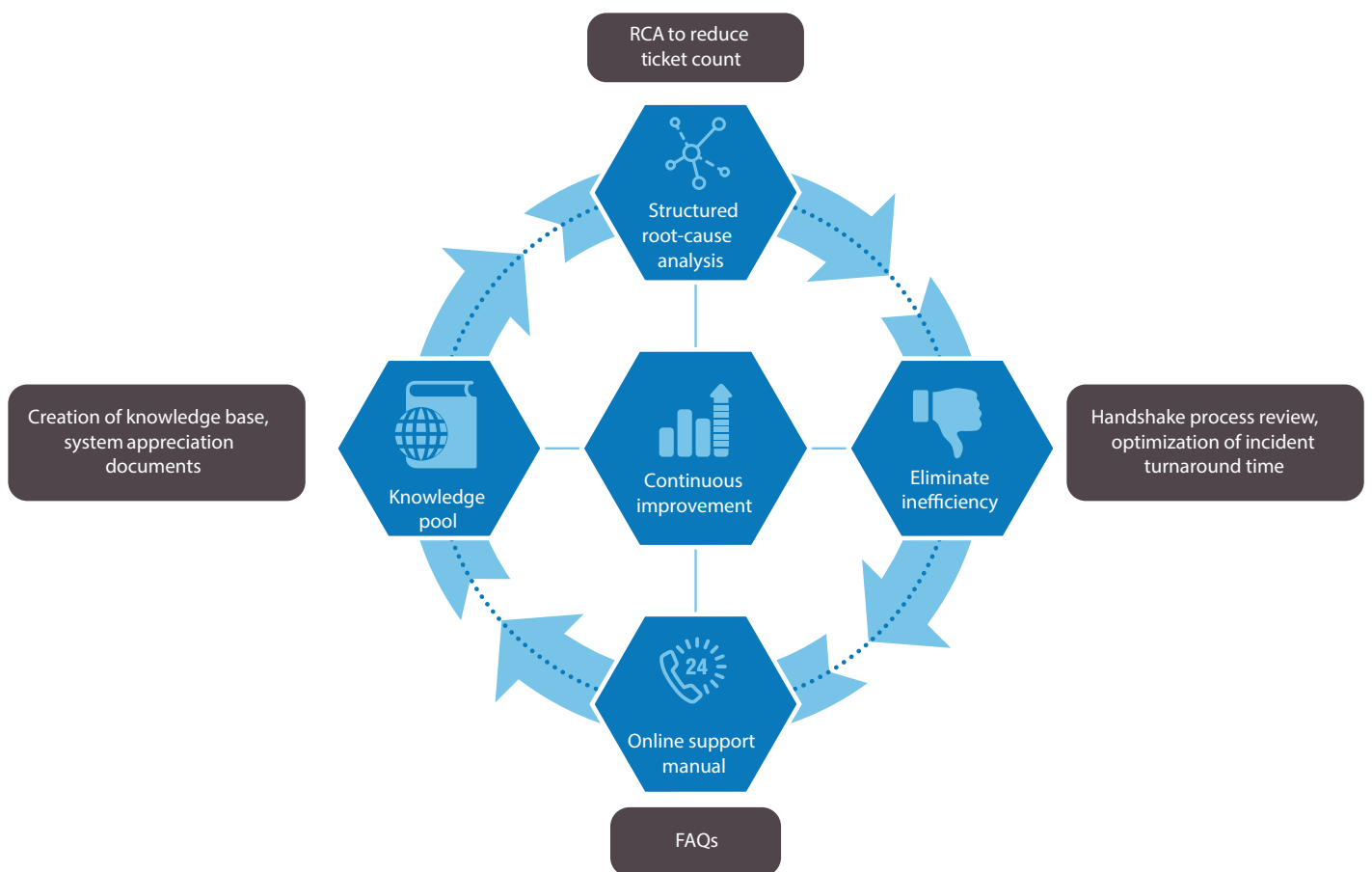
- Solution-building focus catering to domain-specific and industry requirements
- Reusing tools and automation based on similar experiences
- Identification of key trends and enabling quick decisions

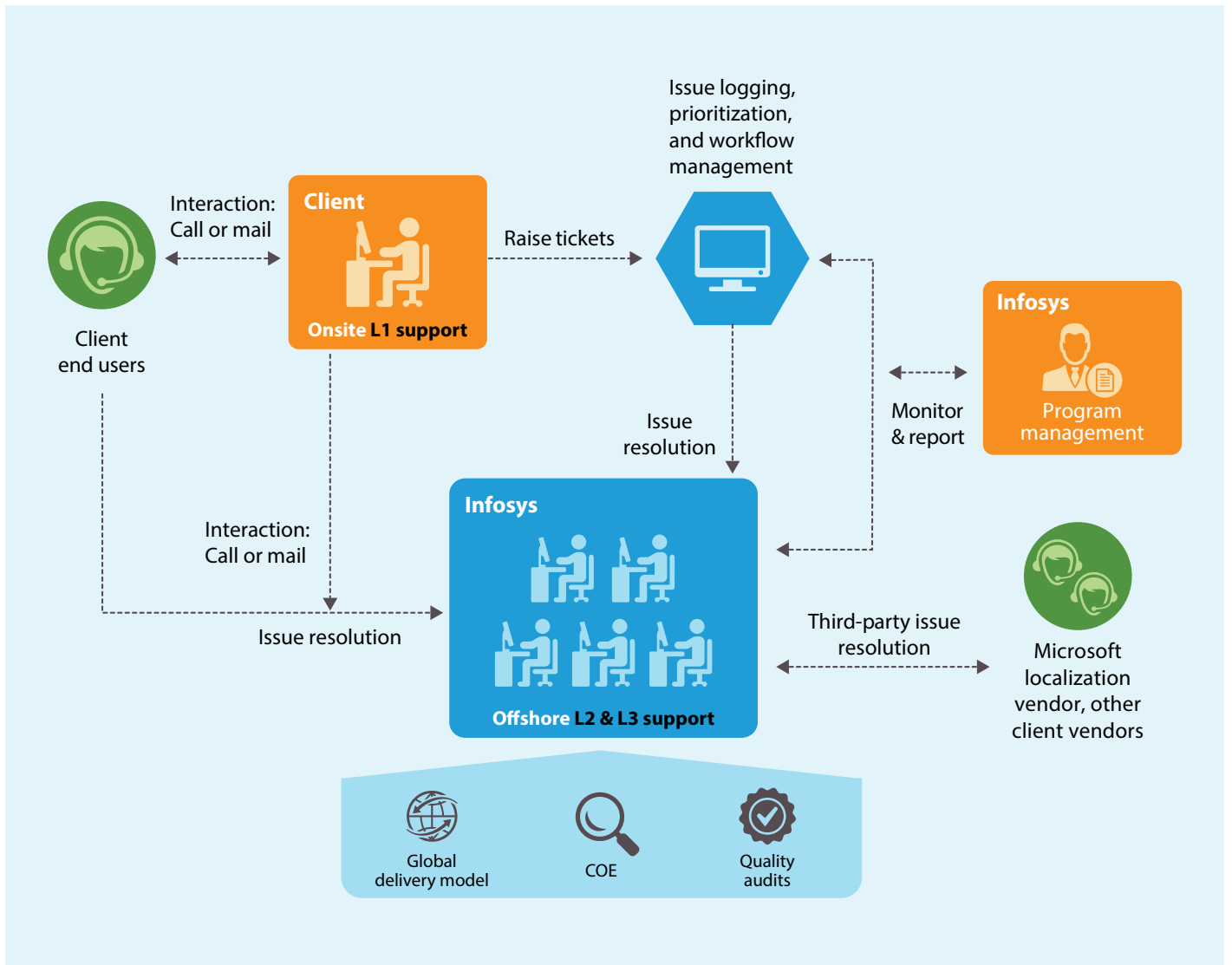
Process frameworks:

- Defining mature frameworks,

methodologies, templates, best practices, periodic project reviews

- Boot camp trainings for all new joiners
- Infosys support methodology
- L2 / L3 transition framework
- Automated defect trackers and deployment tools
- Application support checklists
- Proactive communication and review of documents





Case in point:

Dynamics AX support for a wine retailer.

Infosys designed an ecosystem for the single instance of Microsoft Dynamics AX and built a wine plan management solution on Microsoft Dynamics AX. We also developed a 'virtual inventory' solution integrated with a third-

party warehouse solution along with incorporating mechanisms for statutory and regulatory compliance and tax processing. This helped increase sales, improve customer satisfaction, and achieve seamless and faster business process execution.

- Project type – Implementation and maintenance support
- Geo coverage – USA, UK, Australia, mainland Europe, Hong Kong



For more information, contact askus@infosys.com



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