

A PARADIGM SHIFT IN APPLICATION SERVICES DELIVERY

There is a paradigm shift in the way organizations are evaluating Enterprise Application Service delivery models. Today, enterprises expect applications to be agile and 'in tune' with the dynamic business scenario. Business and IT teams want to focus on the core business and not on the RUN aspects of applications and there is an increasing need to optimize TCO leveraging pay per use model.

The 'Application as a Service' model has become the 'New Normal' for application service delivery and focuses on addressing some core service delivery challenges.

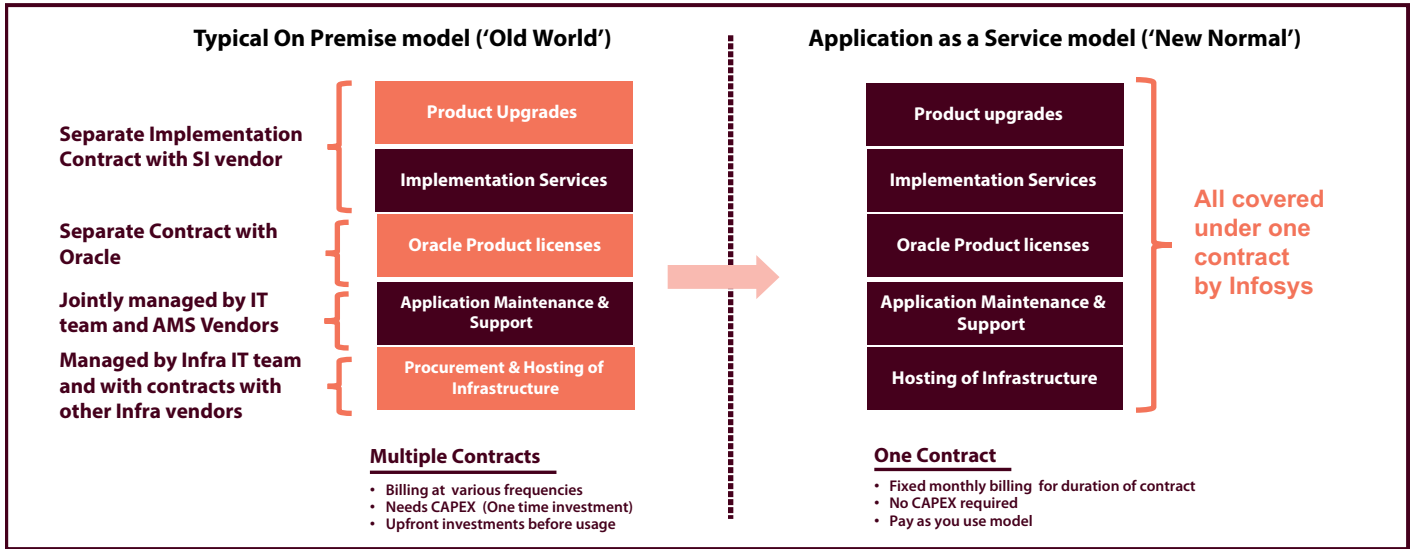
The New Normal in Application Service Delivery	Functionality	<ul style="list-style-type: none"> • Faster time to market • Best in class usability & performance 	<ul style="list-style-type: none"> • Complex functionality / multiple vendors involved for enhancements/changes • Release management not designed for agile releases
	Managed Services	<ul style="list-style-type: none"> • Need for comprehensive support coverage • Minimum involvement of business / IT in RUN aspects 	<ul style="list-style-type: none"> • Multiple contracts/vendors covering portions of scope • Business / IT owns up managing coordination
	Hosted Solutions	<ul style="list-style-type: none"> • Preference for zero foot print solutions • Scalable and elasticity capabilities 	<ul style="list-style-type: none"> • Complex landscapes • Large monetary and efforts investment done for 'on-premise' applications • Cannot adopt hosted solution without large investments
	Pricing	<ul style="list-style-type: none"> • Lowest TCO / Pay per use • Preference for OPEX vs CAPEX 	<ul style="list-style-type: none"> • CAPEX based model • Economics of scale not getting leveraged • Overheads of managing multi contracts scenario • Paying for unused capacity of infrastructure / licenses

Infosys solution to address IT challenges faced by enterprises today

Infosys has developed a next generation service delivery model, 'Application as a Service'. This model offers an effective solution to provide usage flexibility and cost optimization for enterprises. This model is applicable even to complex landscapes and could be extended for greenfield implementations as well.

The engagement under this service delivery model covers:
Transition of application from incumbent teams: Knowledge transition from incumbent vendors
Migration from 'On-premise' to cloud platform: Move from on premise to cloud platform
Application maintenance & support with SLAs: Comprehensive support covering all layers of the application
Providing required Oracle licenses: Includes Oracle licenses for the application landscape
Infrastructure hosting: Hosting of the application landscape on a cloud platform as per customer requirements (Private/Public/Hybrid)
Built-in application upgrades to remain on latest version: Required upgrades included to be on the latest product platform
Inclusion of functionality enhancements per roadmap: Planned releases to rollout functionality enhancements and changes
Key benefits of the model:
Leveraging existing investments made by enterprises in the application landscape
A zero foot print cloud based solution
Provides single line of accountability
Faster time to market for release of enhancements
Optimal pricing - provides lowest possible TCO
Usage based Pricing via 'Pay per user' model

'Traditional' vs. 'Application as a Service' model



Adoption of 'Application as a Service' model for your enterprises



The 'Application as a Service' model is gaining popularity. Some of Infosys' top clients have already adopted this model. Infosys will prepare a risk free and custom transition plan for each and

every customer application scenario. Contact us for more detailed information on the '**Application as a Service**' model and how this can be leveraged for your application landscape.

A use case where the 'Application as a Service' model is leveraged

Client - A leading US based organization which is a provider of services in building efficiency, automotive experience and power solutions.

Use case scenario: 'Application as a Service' model was adopted for a service

solution used for end to end service and contract management. Used by 7000+ users across North America. The platform includes Oracle Siebel, OBIEE and Fusion middleware with integrations with enterprise and external applications.



For more information, contact askus@infosys.com

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