Application Management Services

IT infrastructure is the backbone of an organization. To derive optimal performance, it is not enough to design your IT Infrastructure and applications to provide the desired business outcomes. You must also ensure high availability, high performance and high service levels by putting in place robust IT services. The key challenge, for IT organizations, is to deliver efficient and high-quality services for managing IT, at optimal cost.

Infosys’ Application Management (AM) services ensure that your business applications are managed and operated on a 24x7 basis to provide a secure, high-performance platform for business. Infosys’ Global Delivery Model and ITIL-based processes ensure that all this is done within your time and budget constraints. Our AM service focuses on transforming your applications support delivery to a Managed Applications Operation (MAO) service model with predictable service levels.

Managed Application Operations for Application Management

The MAO service model provides a set of process frameworks, a pricing engine and a flexible governance model to transform support services to improve productivity, achieve higher operational efficiency, and cost predictability. Typical elements of the model:

- Enabling clients to be “hands-off” on routine operational issues
- Focusing on user satisfaction rather than transactions, by proactively surveying users at set intervals to understand their issues and take appropriate action
- Process streamlining and standardization based on the ITIL framework
- Service Level Agreement (SLA) driven metrics with a penalty and bonus regime
- A structured approach to transition and manage applications, and to decommission sunset applications
- Incident / asset based pricing, usually within a floor and cap range
- Formal processes for governance, change management and communications
- Addressing scalability, resource efficiency, cost control by consolidating and rationalizing services, resource utilization and shift workload balancing, etc.

Infosys adopts a three phased approach to transitioning the support organization to a MAO-based service delivery.

Transition phase - covering activities like due diligence, knowledge acquisition, shadow support and primary support.

Transformation phase - covering gap analysis, identification and implementation of solution components depending on requirements, baselining KPIs and SLA.

Continuous Improvement Phase - is based on best practices - Business Results Impact by Infosys Technologies (BRITE) framework, an integrated process to address the varied service challenges and continuous improvement mandated by the quality framework with baselined KPIs and SLAs.
The Infosys Advantage
Infosys’ AM services deliver significant value beyond cost arbitrage based on

- Total Quality Management (TQM) through well defined processes and ITIL best practices
- Stringent service management with continual tracking leading to SLA adherence with continuous improvement in baselines
- Higher ticket resolutions at Level 1 itself by using strong knowledge management process and tools like Infosys’ Intelligent Product Support Platform to resolve issues
- COEs build around J2EE, .NET technologies and products like Clearcase, Sharepoint, Weblogic, Websphere and Informatica for providing technology expertise
- ISO 20000 (and BS 15000) certified organization with services aligned to the ITIL framework to bring in synergy between various infrastructure components such as network, operating systems, database and middleware supporting the application
- A ‘transition toolkit’ and framework for efficient transition with minimal risk - a compilation of best practices, templates and questionnaires combined with a tool for application portfolio analysis for portfolio management for wave based transition

Service Offerings

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<th>Application Operation</th>
<th>Application Production Support</th>
<th>Application Release &amp; Change Support</th>
<th>Middleware Support</th>
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| 24x7 application monitoring for availability, performance and capacity | Problem management
  • Trend analysis
  • Root cause analysis
  • Break fix excluding code fixes
  • Incident analysis and resolution
  • Change management
  • Service level management | Code/build distribution and deployment
  • Configuration management and tool administration
  • Application environment setup
  • Application release management
  • Change management activities | Product administration activities such as monitoring, user administration, patch management, process management

- Batch job monitoring and management
- Incident management
- Application service desk
- Service reporting
- Code/build distribution and deployment
- Configuration management and tool administration
- Application environment setup
- Application release management
- Change management activities

Allied Services

Service Management Consulting
The key to deriving maximum value from IT operations lies in establishing good processes and enabling continuous improvement. Our services help you optimize your IT operations and align it with business by implementing best practices based on ITIL, Six Sigma, BS7799 and CMM.

Application Development & Maintenance
We help you develop turnkey solutions with a faster time to market and a lower Total Cost of Ownership. Our services range from building a business case to assessing your application portfolio to designing solutions to building and implementing the solutions.

Network Management
Networks are the keystone of modern communications. Our services spanning network design, remote provisioning, network performance optimization, service assurance, QoS management and security help keep your network in good order.

Datacenter Management
Data centers are the backbone of effective IT operations. Managing the data center on a 24 X 7 basis is critical. Our service undertakes responsibility for managing service levels. It covers Network, Systems, Security & Mail infrastructure management, storage and hosting.

About Infosys
Many of the world’s most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow’s enterprise.

For more information about Infosys (NASDAQ:INFY), visit www.infosys.com.