

# Speedware Application Support

Flexible options that help you build the outsourcing model you need.

Speedware provides flexible outsourcing options for companies facing rising application maintenance costs and tightening IT budgets. Combine these issues with the day-to-day IT challenges that consume time and resources, and outsourced application support becomes the answer for many IT executives. Speedware's portfolio of services has grown to include many types of application support designed to help you remain competitive. The application support services Speedware offers are as varied as the reasons for using them.

## Why Outsource Your Application Support?

- **Need for Innovation**

For many companies, significant enhancements have been planned in order to leverage new technologies, but senior IT staff are still required to maintain critical legacy applications. These employees are usually knowledge workers with an in-depth understanding of how the applications function with the business. Application support can be used to backfill the everyday tasks so that experienced IT staff can concentrate on innovative projects that add value to the organization.

- **Difficulty with Staffing**

Application support is an option for organizations experiencing difficulty in finding resources who are trained in their legacy applications. With existing resources getting older and starting to retire, finding qualified staff will become a challenge for many companies. Speedware has a vast pool of qualified resources with many years of experience in legacy technologies and applications.

- **Smoother Modernization**

Speedware's application support is an excellent option for companies considering modernization. Speedware's application support can free up knowledgeable IT staff, making them available for a modernization project. Additionally, during modernization, applications have different destinations. Some will be moved to a modern system, while others may remain on the legacy system and require support until they can be migrated as well. Some legacy applications may not be migrated at all, but will be allowed to retire naturally over the next few years. Speedware can offer superior application support for the necessary period of time, regardless of the destination.

- **Post-migration Opportunities**

For some organizations, outsourced application support can solve post-migration challenges. Once a modernization project has been successfully completed, the external resources have become very familiar with the applications and the entire IT environment. Because of the knowledge and experience gained by these resources, they can easily backfill specific skill sets, provide application support, ensure knowledge transfer and train existing staff.

- **Packaged Applications - Bridging the Gap**

Companies that have installed packaged applications may find that they modify the original applications to the point that the vendor is no longer willing to support them. Similarly, they may find that the original vendor is no longer in business. Speedware's support team provides valuable application support services for companies in these situations.

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## Superior Support Services

At Speedware, we recognize the importance of offering world-class application support to our customers. Speedware is proud to have consistently achieved re-certification under the prestigious Service Capability & Performance Standards (SCP) program for many years. SCP Certification is based upon a stringent set of performance standards that represents best practices in the industry.

But that's only one of many reasons to choose Speedware's application support services:

- Our support team is staffed for global 24/7 support via telephone, email and web.
- Speedware's support systems and processes incorporate robust and innovative technologies and dashboards.
- Our support strategy results in high customer satisfaction ratings as proven in our regular SCP audits.
- Speedware has a multi-lingual support team comprised of computer science professionals with many years of experience.

- Speedware's successful support model offers a vast pool of individual specialists assembled into collaborative teams to meet our clients' unique requirements.
- Speedware prides itself on its high retention rate, ensuring experienced and skilled support staff.

## Fulfilling Your IT Requirements

Speedware strives to fulfill all the requirements of its IT customers. We continue to broaden our market offerings to reflect the trends in the IT industry and to deliver the solutions that meet our customers' needs.

## Flexibility - Choose the Offerings You Need

<b>Support Center Excellence</b>	<b>Vendor Management</b>	<ul style="list-style-type: none"> <li>• Contract renewals and negotiations</li> <li>• Vendor escalation and SLA management</li> </ul>
	<b>Software Asset Management</b>	<ul style="list-style-type: none"> <li>• Managing configurations of all software</li> <li>• Proactively obtaining all software updates, patches, etc.</li> </ul>
	<b>Help Desk / Fix Support</b>	<ul style="list-style-type: none"> <li>• Taking first-line or second-line calls for application-related problems</li> <li>• Diagnosis, correction and testing of defects</li> <li>• Documenting and reporting of defects and their status</li> </ul>
	<b>Database Management and Support</b>	<ul style="list-style-type: none"> <li>• Database administration, maintenance, monitoring and management</li> <li>• Database utilization and capacity trend analysis</li> <li>• Database administration script creation and maintenance</li> </ul>
	<b>Technology Integration Support</b>	<ul style="list-style-type: none"> <li>• Application regression testing after technology upgrades</li> </ul>
	<b>Enhancement Support</b>	<ul style="list-style-type: none"> <li>• Scope, estimate, implement, and test application enhancements</li> <li>• Coordinate user testing, validation, signoff, and reporting of enhancements</li> </ul>
	<b>Application Monitoring</b>	<ul style="list-style-type: none"> <li>• Monitor daily, weekly, monthly, quarterly, yearly and add-hoc batch process schedules.</li> </ul>

## About Speedware

Speedware has been dedicated to helping companies modernize their business applications for over 15 years and enjoys a 100% project success rate. The company specializes in developing end-to-end modernization solutions that allow industry and government leaders to increase their business agility and reduce their operational costs. Speedware has been a leading provider of enterprise software solutions since 1976, offering a complete suite of legacy modernization, migration and application portfolio management solutions, business intelligence tools and application development solutions.

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