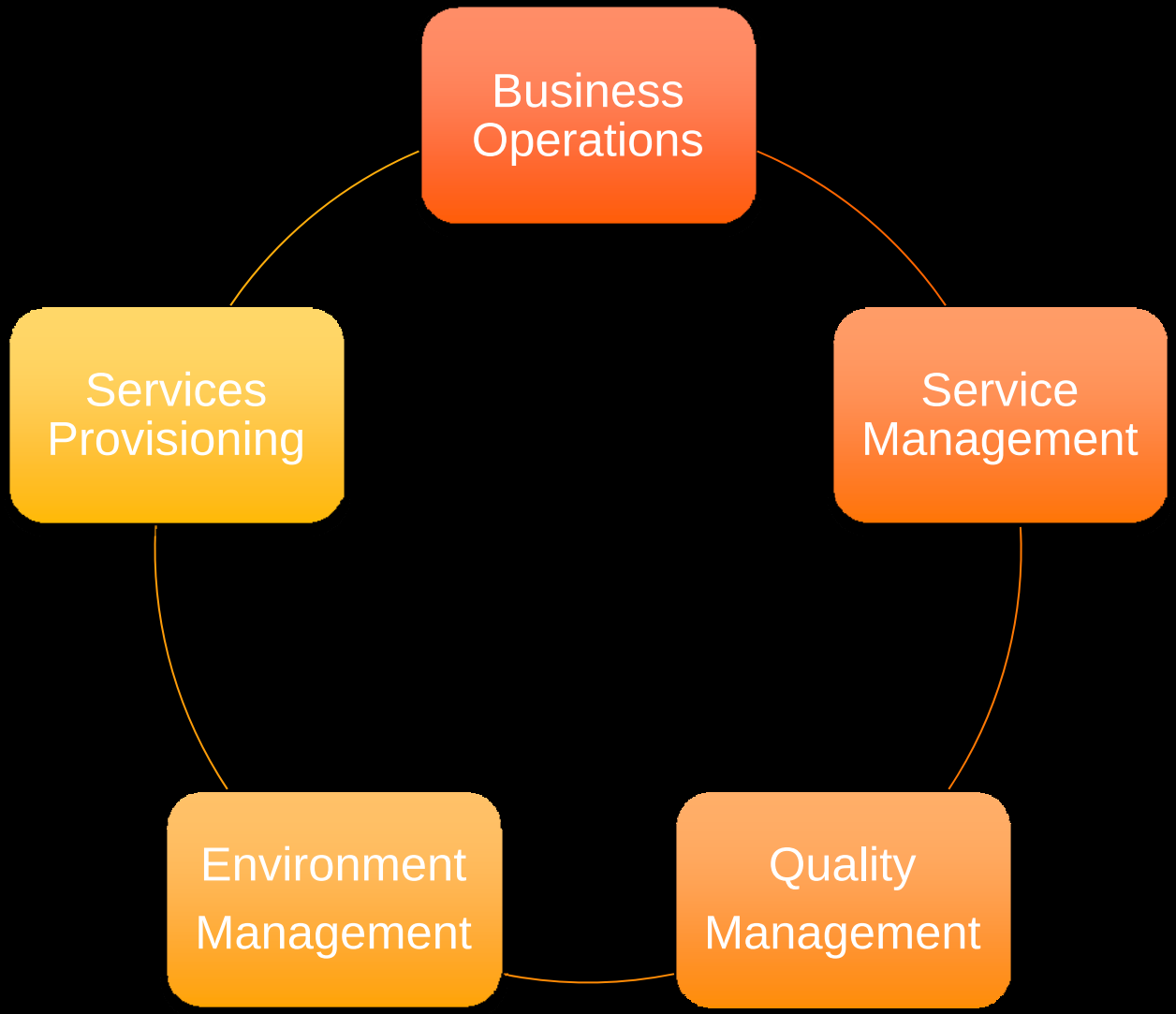
Life Cycle Management

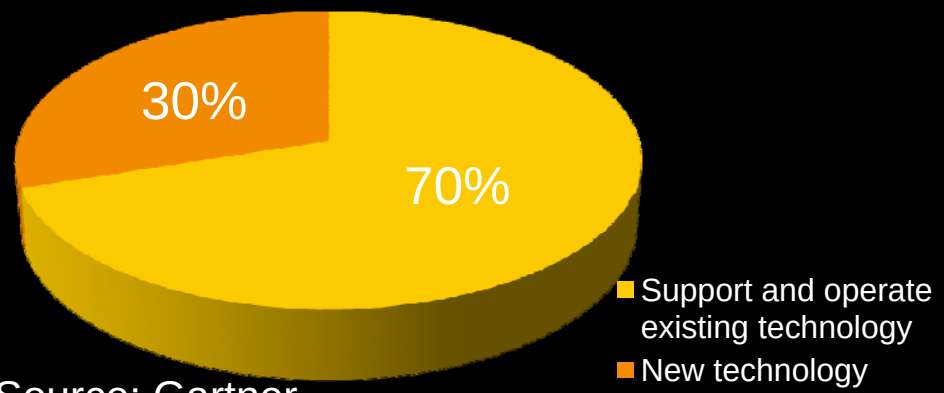
Service Offering

Reply live

What is a Managed Service? Reply view



Why a managed service? (1/2)

Challenge	Reply's answer
Increasing cost  Source: Gartner	Allow your organization to be proactive and agile in responding to the daily changing needs of your business in a highly competitive marketplace. Use the internal resources to build new technology, rely on a contractor to maintain and evolve the actual business technology.
Lack of IT-business alignment IT is accused to be disconnected from contributing to an organization's strategic purpose.	Make better use of in-house business knowledge and support established business processes.

Why a managed service? (2/2)

Challenge	Reply's answer
Need for increased productivity For many organizations, there is a lack of established methodology and/or committed resources to optimize application support. Increasing deployment cycles of application enhancements lead to increased defect backlogs, reducing staff productivity.	We have an estabilished methodology We have the expertise We know the best-of-breed tools We can help you reduce downtime
Need for greater agility The ability to react to new business initiatives, or rapidly respond to changing economic conditions, is of paramount importance.	You can dedicate your staff to contribute to increasing technology requests.
Strategic direction Outsourcing must never mean lack of control.	We do not propose an off-shore model, we remain close to the customer.

Benefits

Less people dedicated to support team

Less support costs

Cost optimization

- More financial resources for business opportunities
- Retaining skilled resources
- Highlight application redundancies and rationalize the application portfolio

Implementation of Service Levels

- Implementing the processes and exercising the discipline to track and monitor service capabilities is time consuming and shifts focus away from daily priorities

Live Reply capabilities

Transitional capability

Crucial to moving application management from one organization (such as the development team) to another (such as the production team), transitional capability is the most important event in the management process.

Process capability

Vital for effective delivery of application management services, process capability sees that the most effective processes result in productivity gains almost immediately. From our experience, the combination of transitional and process capabilities can bring improvements to application management engagements quickly and efficiently.

Technical capability

Using technical capability to address how an organization evolves and delivers innovative application management resources provides insight into supporting a wide range of applications without neglecting legacy technologies.

Measurement capability

Supporting the organization's ability to meet business requirements in terms of service-level measurements is provided through measurement capability. It's not enough to measure success based on user feedback; success in a support environment must be gauged by quantitative metrics that indicate contribution to business benefits

Entry strategy and management model

Start up

Estabilish procedures
Check documentation
Enhance documentation
Prepare the reporting templates

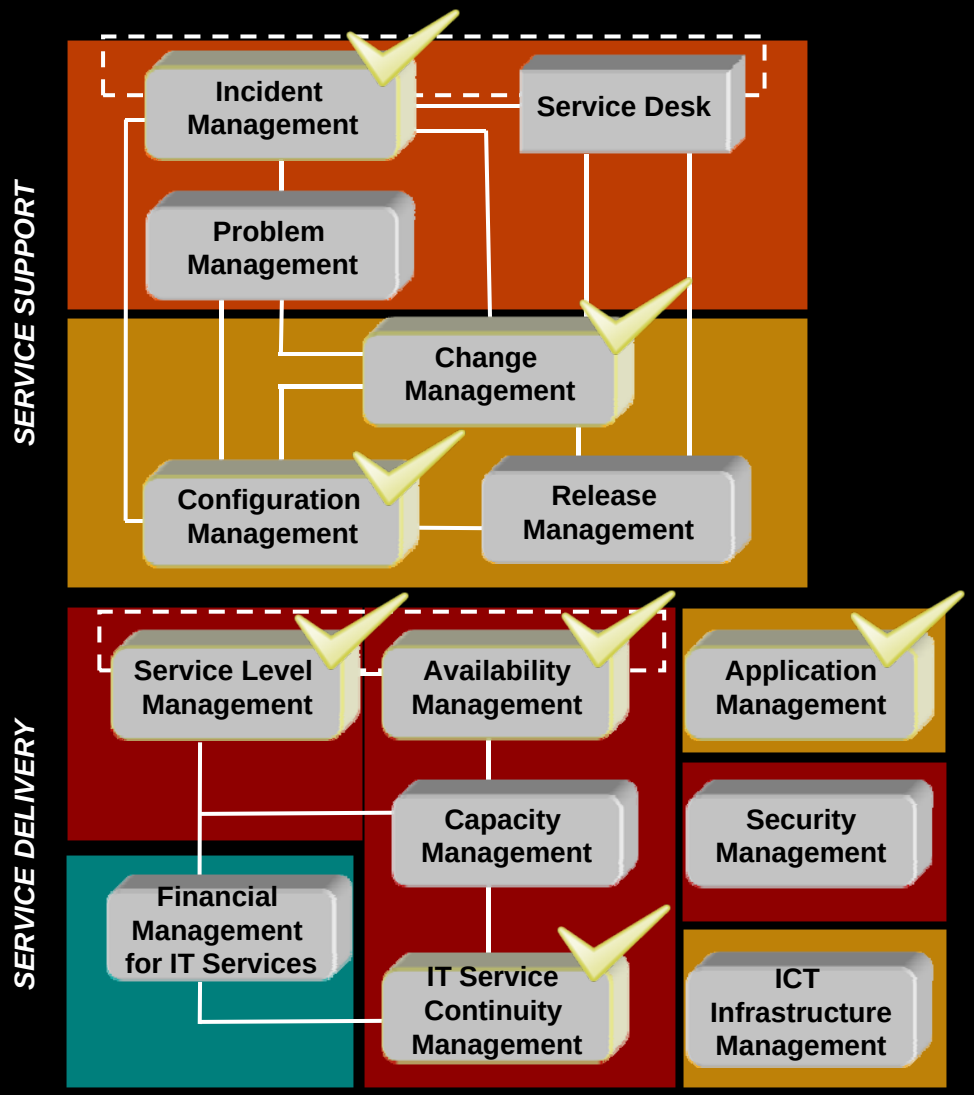
Test

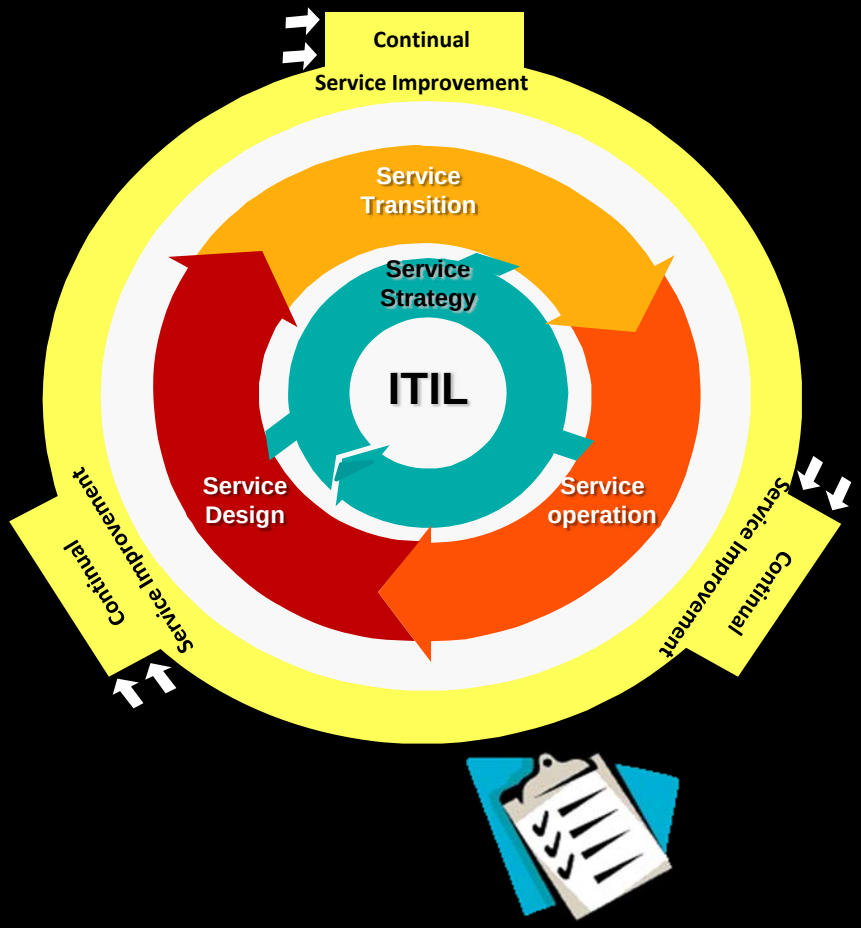
Incident Management
Workshifts
Set up parameters to be monitored
Set up monitoring environment

Operations

+ SLA

ITIL offering coverage





Thank you

www.reply.eu

Reply
live