

5 Tips for choosing the right AMS partner

Columbus®

So, you've implemented amazing new technology—now, it's time to maximize ROI. Once the ball is rolling on your new system, application maintenance and support is crucial. Having the right AMS partner can help you improve service levels and scale up business performance with greater efficiency. But how do you choose the right AMS partner?



Here are a few tips

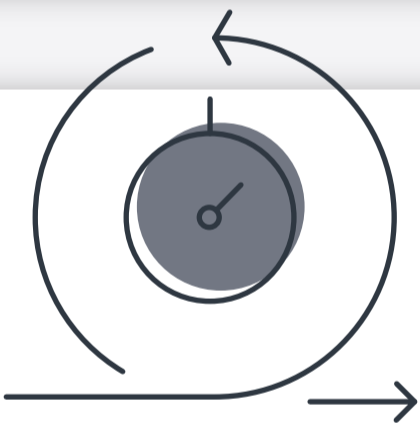


Recognize the complexity and need of your system

Today, businesses need intelligent skills to navigate modern, complex solutions. Ensure that your partner understands how important it is for you to maximize your investment. A partner who recognizes that maintenance is critical and complex—and that you depend on its benefits—is paramount.

Understand what's essential to drive your solution

Go for a partner who can best extend a well-structured and predictable service around the solution, including new releases, patches, further developments, innovative functionalities and interfaces. Identify key pain points in your daily operations and prioritize your action items.

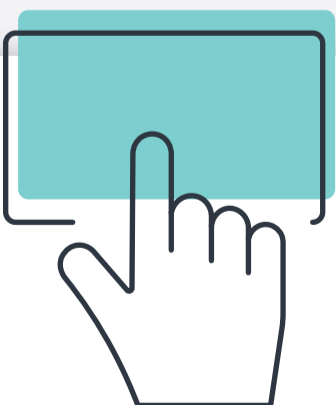
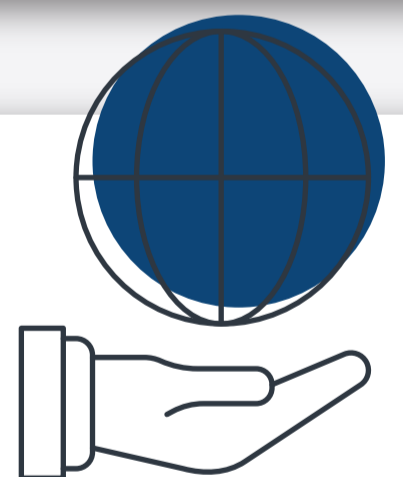


Ensure agility and holistic services

The right partner will take care of issues, service requests and support new developments. They should have a structured and comprehensive module to handle new releases, changes and events. Ensure that your partner has a standardized implementation and service delivery model based on the ITIL standards. This will help you choose from their offerings according to your business needs and budget.

24/7 global support

Your strategic partner should have access to experts around the globe, providing support and answers anytime, anywhere—and quickly. It's important for your AMS partner to provide an uptime guarantee and be an operational resource that has the capability to manage the system environment and all aspects of your system.



Know that it's best to begin now, but it's never too late

Once you have finalized your development phase and are starting to test your new system, you're ready for the transition of knowledge and information from the implementation team to the support team. Ideally, you'll plan how stabilization will be implemented after you go-live, but don't worry if that's not the case for you. A mature AMS partner also knows "it's never too late." They'll be able to help you choose and achieve the right level of service that your business needs.

Why Columbus?

Columbus helps you realize a higher value on your business application investments with well-established processes and uptime guarantee.

To learn how your business can benefit from Columbus AMS, [Visit us online](#).