## **APPLICATION MANAGEMENT**





As organisations grapple with the rapid evolution of business processes, IT departments are looking for increasingly decoupled design, infrastructure and service offerings. Certus' Application Management Services, is designed to provide you with flexibility to manage and transform your IT eco system, without compromising quality.

Each engagement is tailored to your requirements for service delivery, risk management and ongoing growth. Follow the path below to understand each of the elements, tailored to manage your applications with certainty.

# Beyond Traditional Managed Services

Tailored to your requirements



#### **OPERATIONAL BASELINE**

The operational baseline is designed to facilitate understanding of your existing architecture and your current operational state. This includes site validation and access setup, configuration of the Certus Support Services Centre and support consultant training.

By reviewing your current state we assess compliance with best practice standards (as documented in IBM Redbooks and current technical updates), Certus provides recommendations for improvements.

Certus provides services and solutions around IBM, including Web-Sphere, Web Content Management, Portal, Domino, TIM, TAM and TDI. As well as hosting options depending on your requirements.



#### **REACTIVE SUPPORT SERVICES:**

A pre-paid service of monthly support hours to fix software or IT eco system problems.



#### **CERTUS SUPPORT SERVICES CENTRE (CSSC)**

The CSSC establishes a support relationship with Certus and is the gateway to additional service levels. CSSC gives you... Add additional support levels.

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- Access to helpdesk, 8.30 to 5.00pm standard hours.
  Access to a pool of IBM certified consultants.
- ITIL-compliant toolsets and processes guaranteed.
- Simple and effective escalation workflow.
- Advanced data capture and reporting.



### **PROACTIVE SUPPORT SERVICES:**

Enhanced software and infrastructure monitoring identifies issues before they become incidents.



## SOLUTION INNOVATION + APPLICATION EVOLUTION

Beyond pure managed services, Certus offers solution innovation services such as:

- Road-mapping, strategic prioritisation, and business case creation.
- Project scoping and estimation.
- Chartered project delivery (analysis, design, development, project management).

Depending on the technology deployed, there are a variety of possible approaches to application enhancement - from break/fix defect remediation and reduction in defect backlog, modifications or enhancements to applications prioritised on business need, through to modernisation.



## INCIDENT SUPPORT SERVICES:

This includes services such as password unblocking, problems when receiving / sending e-mails and spam filter management.

Connect the elements, to manage your applications with certainty.





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