



Manage Complexity. Manage Growth.
Application Management



Overview

It is commonly acknowledged among IT executives that about 75% of typical IT staff costs are utilized for maintaining existing applications, leaving only 25% for developing new applications. Hence it becomes imperative to maintain existing applications in a cost effective manner in order to redirect more resources on strategic initiatives. A failure to do so often results in precious resources getting locked into activities that are routine in nature instead of being channelled towards revenue growth initiatives. Managing existing applications often requires constantly upgrading the software environment, which in-turn requires training IT personnel on newer versions of products and platforms. A growing number of CIOs are leveraging outsourcing partnerships to help them effectively manage their organization's application portfolio, while realizing significant cost benefits and enhancing their focus on strategic initiatives.

Caritor's Application Management Practice

Our 5000+ person years of experience in Application Management is backed by:

- Fully integrated Level 1, Level 2, and Level 3 support capability. We have also implemented a unique 'Touch and Hold' support Model i.e own the service request until the request is resolved and closed
- A mature Governance Model to effectively monitor and track support engagements - In-house developed Service Management and Tracking tool – Certido Service Xcellence™ to monitor and track compliance against established Service Level Agreements (SLAs)
- Portfolio management and proactive maintenance methodologies to ensure that Total Cost of Ownership (TCO) in maintaining a portfolio of applications is minimized
- Mature and effective transition methodologies that address both the technology and change management aspects of application outsourcing
- Cost benefits through Year on Year productivity improvements
- Smart Resourcing Model enabling rapid ramp-up or ramp-down of staff

Offerings

Caritor's Application Management practice offers various strategic and operational services as part of its comprehensive suite of offerings.

Strategic Offerings

Portfolio Analysis and Rationalization

As part of this offering, we analyze a typical business process scenario for clients and then identify IT applications that can be maintained, enhanced, re-engineered or retired from a business value perspective. While doing this, we collaborate with key stakeholders and the business leads in identifying areas to improve efficiencies. We can demonstrate the ROI from proposed initiatives to help clients in devising the right strategy.

Management Dashboard

Certido Service Xcellence™ provides management dashboard and configurable report engine to monitor Channel Usage, Support Team Activity, Request Handling, and SLA compliance. It also provides a clear picture of the Volume, Category and Quality of support serviced. Management can use this information to:

- Analyze the performance in supporting the products/applications
- Identify bottlenecks for swift corrective action
- Make informed decisions about the service delivery process

Operational Offerings

Application Support

As part of this offering, Caritor provides the following services:

1. Support Services (Integrated L1, L2 and L3 support)
 - Technical Help Desk - 24/7, Multilingual, Multichannel (voice, email, web) support
 - Incident Management – user or operations reported service request management
 - Problem Management – arising out of incidents or by monitoring
 - System and Database administration tasks

- Packaged Applications (ERP, CRM, PLM, BI) configurations
- SLA performance reports

2. Monitoring and Tuning

- Monitoring - Network elements
- Monitoring - Application logs, alerts
- Database logs, load monitoring
- Batch/Job monitoring
- Hardware and Database sizing, periodic capacity planning
- Database and OS parameter tuning
- Application performance tuning

3. Upgrades/Migration

- Packaged Application Upgrade
- Software Platform Upgrade
- Database Upgrade
- Migration services to different OS or Database

4. Release Management

- Planning, frequency
- Packaging, configuration
- Release package testing
- Rollout plan
- Change Management Plan

Key features of our Application Support offering include:

- Pro-active health checks to identify potential issues with the application / data and taking preventive action
- Functional consulting to the technical team
- Identifying trends in the growth of operational data and pro-actively reviewing capacity on a periodic basis
- Off-hours support to resolve high-priority problems
- Maintenance of an up to date operational knowledge base with all known issues and their resolutions
- Periodic portfolio re-analysis to identify opportunities for improvement

Application Enhancement

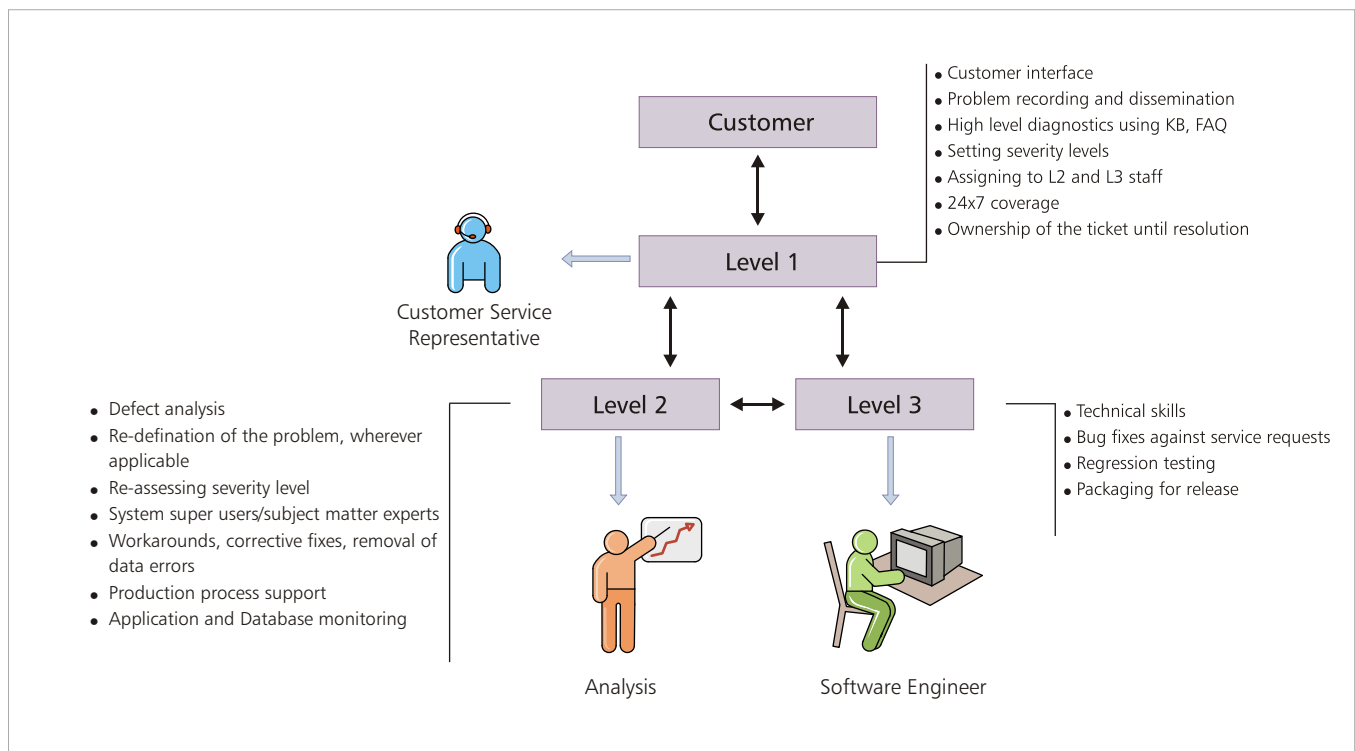
Caritor has been delivering Application Enhancement services to its clients for over a decade. We leverage a well-defined iterative development model, which helps in enhancing existing applications and products with new features.

Technical Help Desk Services

Caritor delivers Technical Help Desk and Hotline support service to clients from offshore facilities. We have been using our Certido Service Xcellence™ product in addition to client specific tools for effectively delivering these services.

The salient features of our Technical Help Desk services include:

- Round the clock (24/7) SLA based support
- Global user base – Americas, Europe and Asia
- Supporting 800+ applications including ERP, CRM, PLM, Data Warehousing, Web and Legacy applications among others, with a user base of over 1 million
- Over 1,000 staff engaged in functional and technical support activities
- Multilingual L1 Support (English, French, German, Spanish and customizable for other languages). Seamless integration of L1 with L2 and L3 support





Assured Value

Caritor has well-defined processes and tools to gather, analyze and present metrics. The organizational dashboard contains the relevant metrics that enable Caritor and its clients to do a metrics driven analysis of the Application Management engagements.

The benefits that Caritor brings include:

- Mature Transition Model
- Proven Knowledge Retention processes.
- Failsafe, redundant network connections to ensure 24/7 connectivity and BS7799 certified processes
- Formal and comprehensive Business Resumption and Disaster Recovery plans to tackle disasters
- Process-driven support instead of person-driven support – We are ISO 9001:2001 certified and assessed at CMMi level 5, CMM Level 5 and pCMM Level 5
- Strong focus on quality and consistency of service
- Voice of Customer – Regular reviews and feedback from customer to optimize service

"Our engagements with Caritor, utilising their cost effective and flexible resourcing structure, has enabled us to meet market growth and demand for new services effectively. Caritor's adaptability has enabled us to meet all the needs that a customer centric business in a competitive market has. Following such a rewarding relationship, we have recently been delighted to award Caritor 'Trusted Partner' status, further engaging Caritor in a strategic partnership which will enable us to exceed our customer expectations."

Julian Nicholas,
Offshore Partner Performance Manager,
Orange PCS



To learn more about how Caritor can help evolve your Vision into Value through a trusted partnership, please contact us at:

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