

Application Management Services

Key Benefits

Improved and consistent service levels

Expert skills when and where you need them

Predictable multi-year cost structure

Internal resources focused on core business

Proven effective methodology and best practices

Flexible and scalable resource allocation model

Global, around-the-clock support

QAD's Global AMS Model Will Help Manage Your Applications and Improve Your Service Levels

Oftentimes managing the resources required to maintain and support enterprise applications can impact your ability to deliver strategic business value. When managing IT resources in-house becomes too complex or costly, it's time to consider outsourcing the maintenance and support of your enterprise applications. QAD Consulting can take on this task for you. We deliver consistent service levels within a predictable cost structure. Our global team of professionals will keep your applications up to date, provide help desk support for your user community and optimize system performance.

The Challenge

In today's competitive global landscape, your success depends on the ability to be responsive and flexible to the changing needs of the business. And your critical business applications need to keep up. Maintaining and optimizing your QAD applications with changing requirements and ever-tightening budgets is a constant balancing act. At the same time, the business is pushing IT to be more responsive, to deliver globally and to provide higher service levels, which puts additional pressure on the organization. Streamlining your operations, optimizing your QAD application performance and managing technical complexities, while retaining the right skills, are major challenges. It may no longer be economically feasible to do all of this internally.

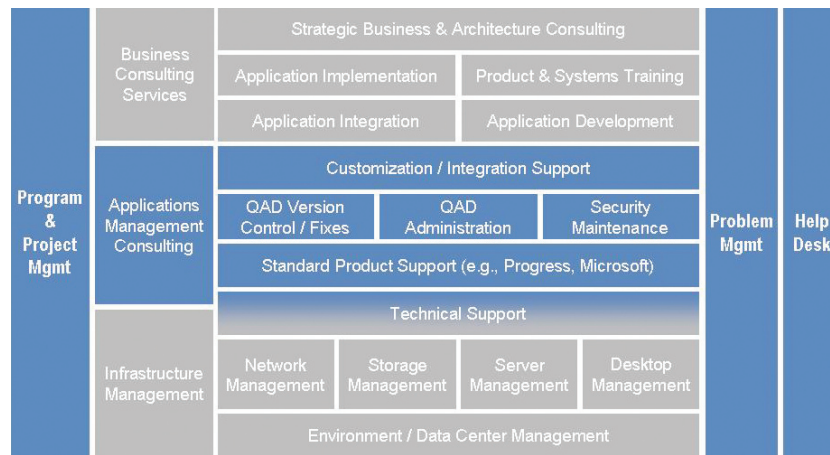
The Solution

QAD Application Management Services have been developed through our 25-plus years of experience. We have taken our global expertise, flexible service delivery model, proven methodology and set of best practices and procedures to help manage your QAD applications and reduce your internal fixed costs. This allows you to apply your internal resources on new projects to stay competitive and agile in your primary business.

QAD Application Management Services encompass the ongoing help desk support, enhancement, development, system administration and optimization of your application landscape. We keep your applications running, up to date, and evolving as your business changes.

QAD offers you a "service anywhere" model that incorporates near-shore and off-shore service delivery, allowing you to balance risk and cost depending on your requirements for applications management. We offer the following services, which can be customized to your specific needs.

QAD Application Management Services



Blue components represent QAD AMS Backbone.
Grey represents additional QAD consulting services.

Benefits

QAD Application Management Services give you access to a global pool of experienced professionals with a focus on responsiveness and flexibility. We give you peace of mind, by applying the expertise you need when you need it. This allows you to be more effective in managing your entire applications portfolio investment. We improve your service levels through a comprehensive metrics and service level agreement and consistent 24 by 7 coverage.

We provide a flexible model with the ability to manage resources, from near-shore and off-shore, as your business and funding requirements dictate. QAD applies a proven governance model and best practice methodology to help support your user community and reduce your risk. We help lower your total cost of ownership, with a predictable cost structure and higher levels of service.

Approach

Overview

QAD takes an integrated Applications Management perspective to manage the right balance between sustaining and evolving your application suite. From Day One of the engagement, QAD's AMS delivery team focuses on achieving agreed service levels which in turn delivers measurable results to the business.

QAD focuses on key areas for service delivery such as: business impacts, systems availability, people and organizational impacts, transition and knowledge transfer, IT process improvements, and governance. We work collaboratively with you to develop a business-oriented service level agreement, to define meaningful metrics and a reporting structure to provide you with full visibility into direct results.

We leverage our comprehensive workflow management process and tools through our Customer Response Centers, your central point of contact. We manage the service delivery requirements from incidents, service requests, systems administration and user queries. We take full responsibility for the delivery of application management solutions and if problems arise, will own them until they are resolved to your satisfaction.

Assessment

QAD Consulting provides an AMS assessment for you, to ensure we can meet your business goals and expectations.

- Initialization: we work with you to define your application outsourcing requirements and help document roles and responsibilities.
- As-Is Analysis: we document our understanding of your current processing, service levels, critical business processes and supporting tasks, resulting in a comprehensive scope document.
- To-Be Definition: we finalize the scope and define the high level to-be processes. We review future processes and budget requirements.
- AMS Solution Design: we map the processes, define and approve the service level agreement, and set joint objectives for the AMS model. We finalize and approve the contract, service level agreements and procedures.

Transition

During the transition phase, the approved service levels and procedures are implemented and fine-tuned as required. The major focus of this phase is to complete the knowledge transfer of your specific business, applications and operations support responsibilities to the QAD Application Management Services team. During this process, we update and verify all required process documentation to ensure QAD can provide the optimal service levels you expect.

Deliverables

In addition to the typical ongoing support services of QAD Application Management Services, we supply the following deliverables to you:

- Process Maps that document five critical processes: AMS Management, Maintenance and Support, Core Application Management, Application System Management, Business Process Requests, as applicable
- Service Level Agreement with defined services levels and agreed performance metrics
- Business Objectives which include budget, costs and skills review
- Monthly/Quarterly Reports demonstrating QAD's actual performance
- Bi-annual Review Meeting to discuss quality control and review changes to approach and service levels, as appropriate

QAD has helped many customers achieve consistent delivery of application support & services on a global level with improved efficiencies and reduced risk to their operations. As you consider outsourcing the management of your ERP applications, consider QAD as your trusted partner for continued success.



Our Passion. Your Advantage.

QAD Inc.
6450 Via Real
Carpinteria, CA
93013 USA
Tel: + 1 805 684 6614
Fax: + 1 805 684 1890
www.qad.com

Copyright © 2007 QAD Inc. All rights reserved.
#73-2059A

QAD MFG/PRO is a registered trademark of QAD Inc.
QAD is a trademark of QAD Inc. All other products and
company names are used for identification purposes only
and maybe trademarks of their respective owners.