



Application Managed Services

REAL-TIME AND FLEXIBLE SUPPORT TO KEEP YOUR KEY BUSINESS SYSTEMS FUNCTIONING

As organisations move to an application driven digital enterprise, a robust but flexible application support and management model is required to continuously enhance, evolve and integrate across the enterprise. We enable customers to reduce management costs, invest in digital transformation, and drive business growth through a scalable and flexible managed service with consumption-based pricing models that allow customers to dial up and down services according to their business requirements.

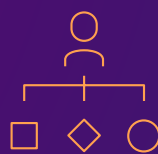
Key Features & Benefits



Secure 24/7/365 Service Support Hub



Scalable and Efficient Delivery



Flexible Service Models



Local Skills with Global Reach-back



Customer Success Management



xAmplify Application Managed Service Support Models

SUPPORT FUNCTIONS	BUSINESS SUPPORT	PREMIUM SUPPORT	PLATINUM SUPPORT
SUPPORT SERVICES			
Secure Service Desk Support Hub	✓	✓	✓
Supported Hours (1)	8.30 – 17.00 Mon - Fri	8.30 – 17.00 Mon - Fri	24/7 365 days Inc Public Holidays
Incident Response & Resolution	P1 - 2 Hr/8 Hr P2 – 4 Hr/8 Hr	P1 - 1 Hr/6 Hr P2 – 2 Hr/8 Hr P3 – 6 Hr/5 Day P4 – 6 Hr/10 Day	P1 – 30 Min/4 Hr P2 – 2 Hr/8 Hr P3 – 4 Hr/5 Day P4 – 6 Hr/10 Day
Service Requests	✓	✓	✓
Vendor Support Engagement and Management (2)	✓	✓	✓
Dedicated Team and Service Delivery Manager			✓
ADMINISTRATION SERVICES			
Continuous Quality Health Checks	✓	✓	✓
Patch Management	✓	✓	✓
Problem Management		Reactive	Proactive
Change Management	✓	✓	✓
Capacity Management		✓	✓
Application / Platform Maintenance	Reactive	Proactive	Proactive
Minor Enhancements (3)		✓	✓
ENHANCE SERVICES			
Performance Management	✓	✓	✓
Release Notes Analysis		✓	✓
Production Upgrades (4)		✓	✓
Platform Upgrade Planning and Scheduling		✓	✓
Automated Test Management		✓	✓
Performance Tuning		✓	✓
Licensing Monitoring and Reporting		✓	✓
OPTIMISE SERVICES			
Service Reporting and Management	✓	✓	✓
Product & Service Roadmap Planning		✓	✓
Produce Licencing optimisation			✓
Annual Strategic Product and Service Review			✓

1. Multiple time zones in Australia supported. Customer to nominate a time zone.
2. Vendor response times are excluded from xAmplify SLAs.
3. Minor enhancement defined based on the required effort. If required to be delivered by a specific date this may result in additional costs.
4. Depending on effort costs may apply.