

## Advanced 365 – Outsourced Application Support



### The Challenge

Companies are driven to innovate continually, but how do you do this whilst ensuring that the wheels don't fall off your ever accelerating bus? It is widely believed that in-house IT teams spend 70% of their time supporting existing systems and 30% delivering additional value through innovation and service improvement. The cost to their businesses is therefore not only the effort expended, but also the missed opportunities to differentiate your offerings from your competition.

### The Solution

The answer lies focusing your in-house resources on developing new systems that drive business growth, whilst handing over the responsibility for 'keeping the wheels turning' on existing systems to Advanced 365 (365), formerly Business Systems Group (BSG), who will deliver a fully supported application (either as a fully managed outsourced service, or as part of an 'application tier only' support service) delivered against a tight Service Level Agreement.

# Outsourced Application Support

## The 365 Approach to Application Support

365 has been developing and supporting bespoke applications for over 15 years and therefore understands the challenges involved in taking on software from a third party source.



The approach encompasses the following key steps:

### 1. Analyse

365 Support Consultants will review the application from all available information (available documentation, source code walk-through, review of call logs). 365 will produce a Frequently Asked Questions (FAQ's) document for the 365 Support personnel, to assist with addressing common issues quickly. This will be a live document reviewed and updated continually throughout the life of the agreement.

### 2. Define

365 will work with the customer to clearly define the parameters of the support agreement; this will include issues such as:

- The Service Level Agreement
- The process flow for logging issues with 365, the controls around release management and the escalation routes should problems occur

### 3. Record

365 will agree with the customer an appropriate method to record performance against Service Levels and how and when performance will be reported. Depending on the contract this may be via face-to-face meeting with a service delivery manager or on-line reports available via the 365 Extranet.

### 4. Pilot

The pilot period is the opportunity to test the agreed processes and procedures and to bed in the application support agreement. As a result of this phase lessons learnt will be reviewed at a service review meeting and any actions required to improve the service will be agreed.

### 5. Improve

Once the application has moved from pilot to full support, the 365 support team are charged with continually reviewing the performance of the agreement and enhancing areas, such as FAQ's, to increase the support teams ability to respond to and resolve issues quickly.

## Supported Technologies

365 is expert in Ektron CMS, Microsoft SharePoint, .NET, DNA, J2EE and JBoss development in a range of environments which our in-house team use to design, develop and operate standard off-the-shelf and bespoke business applications for our clients.

## Why 365 Managed Services

365 Managed Services support dynamic organisations align their IT services with their business requirements. As 365 managed services are underpinned by detailed SLAs, optimal service delivery is guaranteed. Ultimately, when it's working, you pay us; when it's not, we pay you.

In our market place our breadth of product and service offerings make us unique, allowing us to engage effectively at all levels within an organisation to design, deploy, operate, and improve IT services that are essential to any business. A 365 managed service is tailored to meet your specific business needs you select the pieces of the jigsaw you need, in whichever combination suits you best.

All of the 365 managed services offerings are underpinned by 365's Managed Service foundations, ensuring that the technology deployed by our customers is viewed as an investment, and not a liability.

## For more information

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