

Application Management

The shortest way to cost savings, increased efficiency and increased job satisfaction

Background

Managing your business applications can be challenging, sometimes even cause severe problems. Ongoing enhancements, new applications to support, strategic initiatives, and clients and users constantly requiring support is the reality for many IT support departments. Add to that the ongoing challenges of keeping pace with technology and ensuring an adequate supply of resources with the right skills when you need them. These demands can push even the most flexible information technology organisation to the limit.

Description of the Services

PMP Software provides 3 different Application Management Services:

Application Management Audit

A short consulting analysis to review your application management services, processes, service levels, and financial information related to your application management services to help you determine how to better meet your objectives.

Application Management Consulting

Provision of advice and assistance to improve the effectiveness of your application management service function. The offering includes assessing your current application management environment, defining a target environment and assistance in developing a plan for the improvements.

Application Management Outsourcing

Provision of offerings related to the ongoing management and support of your customised applications. Our expertise lies within applications based on the Windows platform, Unix and Linux, both traditional and web-based applications.

Our services are based on the PMP framework for service and support

Support Task	Activities
General	<ul style="list-style-type: none">· Description of roles and responsibilities
Support calls, support tracking	<ul style="list-style-type: none">· Setup and use support-call, defect-tracking procedures· Setup and use defect tracking system
Bug fixes, problem resolution	<ul style="list-style-type: none">· Setup and use FAQ of common tasks, problems and their resolutions· Create and use technical notes, documentation and help documents
Test Management	<ul style="list-style-type: none">· Establish and maintain test procedures
Version Management	<ul style="list-style-type: none">· Setup and use version management procedures· Setup and use version management system
Build Management	<ul style="list-style-type: none">· Setup and use build management procedures· Setup and use build management system
Distribution	<ul style="list-style-type: none">· Setup and use software release and distribution procedures
Reporting	<ul style="list-style-type: none">· Create and use report templates and procedures



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What are the benefits of Application Management Services?

By using PMP as your provider of Application Management Services your company, your users and your customers will get a number of benefits:

- **Cost savings.** Surveys and analysis show that most corporations are better off focusing on their core business while at the same time outsourcing tasks outside their scope. This represents a potential cost saving, as employees can be specialist rather than generalists, trying to cover to broad a field. On the other hand PMP has specialized in Application Management Services and has the right resources available to work more efficiently in these areas.
- **Increased efficiency.** Again, your attention has to be on what you define as your core tasks, whether that is development, client contact, or internal service processes. You have to focus your effort on doing a good job in these areas and avoid spreading thin by outsourcing tasks outside these areas to PMP.
- **Increased job satisfaction.** Your employees will probably enjoy the ability to get rid of the trivial, boring tasks and then fully concentrating on what they enjoy and are good at. By outsourcing the tasks outside the scope and interest of your employees, you will increase the overall job satisfaction.

Who can benefit from Application Management Services?

It is our experience that most companies can benefit from Application Management Services, whether that is an outsourcing of the portfolio of applications or an audit of the existing environment.

The first step is to have a discussion with one of PMP's business consultants. In an hour we can give you an overview of the benefits for your company and propose an appropriate plan forward.

