

ACS Application Management Services

Our Application Management Services?
They're as easy as 1, 2, 3.



1. To Succeed, You Must Manage Heterogeneous Application Environments While Supporting Multiple Internal Business Units.

In this on-demand market, business applications are the foundation that supports critical business processes. If your applications falter or crash, the effect on your business can be devastating. Your challenge: to properly manage diverse and disparate application environments that deliver the full benefits of each application. Meeting this challenge requires increasing levels of technical expertise, time and resources.

That's where we come in. We can help you plan, implement and optimize all aspects of your IT infrastructure – regardless of your choice of ERP or business application software. We'll work with you to ensure applications support your business processes and achieve cost-effective, efficient outcomes.

With our help, you can:

- Expand or transform your current system architecture
- Rapidly implement a new platform
- Consolidate your worldwide ERP solutions under a single, manageable portfolio.

Turn to us, and you can evolve from a packaged applications approach to a more nimble, service-oriented architecture. That can position you to succeed in a highly competitive environment.

ACS Application Management Services

2. Maximize the Return on Your Application Investment.

By outsourcing your application management to us, you'll dramatically reduce your total cost of IT ownership – typically in the range of 20 to 25 percent. Plus, you'll achieve maximum returns on your application investment.

With our support, you can:

- Reduce your upfront IT expenditures
- Lower your personnel expenses
- Gain predictable IT budgeting and simplified management
- Access a single point of contact for all your applications concerns.

Our expertise spans the total lifecycle of application management for all major business applications. We have the application expertise and focus to optimize your investment in enterprise solutions.

When you choose us as your outsourcing partner, you gain improvements in IT performance, including:

- Better maintenance support
- Enhanced productivity
- Higher application availability
- Excellence in service execution.

We achieve the application integration you need to maintain a competitive edge and position your organization to better address changing market conditions.

3. Partner for Success With Us.

We have a long and distinguished record of outstanding performance and unsurpassed customer satisfaction. For decades, we've performed critical application support for hundreds of high-profile clients, resulting in:

- Fundamental service and quality improvements
- Considerable savings
- Greatly improved performance.

We offer you a no-risk service commitment.

We start by understanding your unique business needs. With that baseline, we support you in developing your business strategy. Our consulting services are comprehensive, spanning the full range of ERP applications and messaging environments. We also offer a variety of complementary, end-to-end IT and business process outsourcing services.

Our applications experts are committed to helping you quickly realize measurable business value and achieve sustainable return on application investments. Our Application Management Services personnel support a global delivery model, servicing users in nearly 100 countries.

Our worldwide reach provides you with 24/7 support, all certified at the highest quality levels. Wherever your unique business requirements take you, we can support you, around the clock and around the world.

Our Application Management Advantage

- Application expertise and focus
- Full spectrum of application services
- Global delivery model
- No-risk service commitment
- Outstanding performance
- Unsurpassed client satisfaction

Our Application Management Services

- Application deployment
- Application lifecycle management
- Application disaster recovery and business continuity
- Implementation services
- Integration services
- Process re-engineering
- Short-term and long-term hosting solutions
- Strategy development
- Technology evaluation

Contact Us

Take the management of your business applications to the next level by contacting your ACS representative today.

E-mail: applications@acs-inc.com

About ACS

ACS is part of Xerox's \$22 billion global enterprise with 140,000 employees serving our clients in 160 countries.

You can learn more about us at www.acs-inc.com.

Plan	Build	Run	Outsource
Solution Design <ul style="list-style-type: none"> • Business Application Roadmap Development • Business Application Value Engineering • Migration and Upgrade Planning • Business and System Analysis • Enterprise Architecture • System Landscape Planning 	Implementation <ul style="list-style-type: none"> • Proof of Concepts • Full Scale Project Implementations • Time and Materials Consulting • Custom Development • Offshore Configuration and Development • Governance and QA Audits • Stress Testing 	Maintenance and Support <ul style="list-style-type: none"> • Migration and Installation • Post Production Support Services • Functional/Technical Post Production Support • Performance Tuning • Release and System Upgrades • Security Administration Solutions • Capacity Planning 	Hosting and Management <ul style="list-style-type: none"> • Hosting • Physical Infrastructure and Network Management • Integrated Service Desk Services • Technical Application/DB Monitoring and Management • Administration, F&A, HR, SCM, Payment Services, Sales and Marketing



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