



*High performance. Delivered.*

## Technology

# Achieving high performance with application management

### The challenge

As you focus on matching your application functionality with your company's business objectives, things come up. A talent shortage leads to project backlogs, and important work is postponed—or never gets done at all. Communication issues fester into end-user dissatisfaction. Discontinuities in requirements gathering, scope control and testing result in compromised quality. Methodologies multiply, tools proliferate and new resources take longer than expected getting up to speed. And excessive costs, inconsistency and redundancy creep into your operations.

But nothing ever slows down. You keep your systems running, even as you enhance them or develop new applications. Integrating those clusters of unique applications becomes a way of life. Hustling to meet the increasing demands for analysis and reporting of critical business information is the new normal. You deploy your finite resources against a swarm of critical needs. And you chip away at short-term costs while striving to make your cost position more predictable and to accurately forecast returns

on IT investments. And maybe you wonder, from time to time, at what point you should find a service provider that can help with centralization of your IT function as well as standardization and industrialization of your delivery approach, through outsourcing.

### The solution

At Accenture, we offer an application management outsourcing solution to help you maintain, operate and improve your business applications. Our capabilities include production support, application maintenance, small-scale enhancements and service management. Some of our clients simply want us to maintain the status quo so they can use their in-house resources elsewhere. Others are looking to go beyond their internal capabilities, and they turn to us for our full range of specialized application management skills as a means of driving standardization and industrialization. In either case, we will structure our solution to your needs. Our goal is always to enable you to focus on driving high performance in a flexible, scalable manner.

• Consulting • Technology • Outsourcing

What sets Accenture apart is our industrialized delivery approach. We run application management as a business, cost-effectively integrating the required technologies, people and service levels through standard processes. We start by documenting the applications, identifying opportunity areas and facilitating knowledge transition. Then we turn our attention to achieving service level agreements, introducing standard tools and processes, and implementing governance practices, continuous improvement, and clear accountability and responsibility.

## The benefits

We can reduce your application management costs by up to 50 percent for certain applications. We can increase the productivity of your application maintenance and support by up to 30 percent. We achieve these results for our clients while simultaneously fulfilling 99 percent or more of critical service levels and enabling you to flexibly adjust staffing volumes to business needs.

In addition, we improve quality and user satisfaction by:

- Providing access to highly specialized and scarce skills required to maintain and enhance business critical applications.
- Enabling variable staffing, adjusting volume to business need.
- Delivering service through a single point of contact for greater business control.
- Improving response and resolution time by up to 20 percent for certain applications as well as up to 50 percent reduction in trouble tickets and 65 percent reduction in service request backlog.
- Achieving / Sustaining application availability of 99 percent or more for mutually agreed business critical applications.

And of course, we're also there to help you handle the other things that come up in the normal course of doing business.

Demand for specialized skills exceeding your supply? Through our Delivery Center Network, we have access to the specialized skill you're looking for and the scarce skill that has eluded you.

Bothered by excessive costs, inconsistency and redundancy? We deliver value beyond traditional labor arbitrage by rationalizing your IT spend and providing disciplined service management.

Plagued by compromised quality? Accenture's application management is a contributing factor to application uptimes of 99 percent or higher for business-critical applications.

Ultimately, there's one overriding benefit, and that's achieving high performance through a reliable and flexible application management solution that delivers quality, reliability and results at a price you can afford.

## Delivery excellence

For twenty years, Accenture has worked with more than 600 organizations around the world to deliver high performance through application outsourcing. We are competitively priced and flexible:

### Reliable business partner

Accenture offers peace of mind—your applications will run and stay running—and if anything happens we will fix it. Also, when you are ready to take the next step in your application strategy, Accenture can offer "more" by being readily available and knowledgeable about your business so that we can take on additional IT work beyond application management.

### Innovation leader

We continuously develop new ways to drive down cost and enable high performance for your business.

### Obsessed with performance

We work with applications across all business functions every day. Our deep industry and business process experience allows us to identify and implement improvement opportunities that other providers miss.

### Superior global delivery

We deliver solutions from our Global Delivery Network, providing the right skills at the right time and enabling uninterrupted follow-the-sun (24x7) coverage.

### Integrated multi-tower solutions

Our application management solution can seamlessly deliver support for the applications associated with outsourced business processes.

## About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with more than 176,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US\$21.58 billion for the fiscal year ended Aug. 31, 2009. Its home page is [www.accenture.com](http://www.accenture.com).

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