



APPLICATION MAINTENANCE & SUPPORT SERVICES

"Most of the enterprises are spending an average of 73% of their IT budgets on software maintenance and support and almost \$5 on application maintenance for every \$1 spent on new application development." Source: Forrester research

Large, medium or small enterprises today have similar challenges when it comes to maintenance & support for ongoing and evolving business needs. Whether you manage application support & maintenance with your in-house staff or you depend on external contractors, some of the challenges you are likely to have come across and continue to grapple with are one or more of the following:

- ▶ Increasing maintenance costs
- ▶ Less than optimal resource utilization
- ▶ Selective retention of application & functional knowledge leading to increased resource based dependencies
- ▶ An increased need for regimented and regulated maintenance & support SLAs to address an ever increasing user base
- ▶ A growing portfolio of applications within the support & maintenance scope

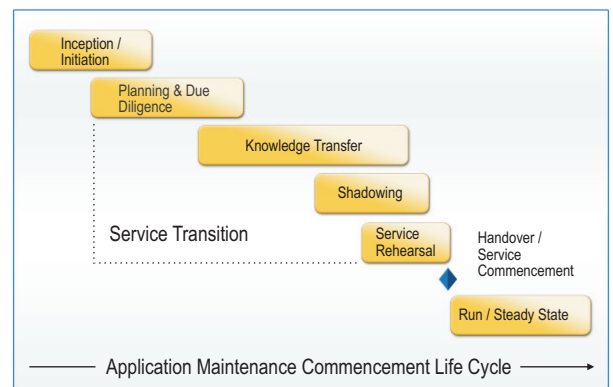
These are times when you will be well served by a capable outsourcing partner. SemanticSpace can reduce your risks, help overcome your challenges and lessen your overheads of managing day to day maintenance & support activities. This will not only free up your valuable time and effort but also make your IT teams to focus on new business initiatives.

We combine our unmatched experience of over a decade in maintaining mission critical applications for our fortune 2000 customers, our unique real time application lifecycle management suite (PPM Studio) for effectively managing the entire engagement. Our well qualified resource skills along with our impeccable discipline for software engineering principles & practices to be able to offer comprehensive maintenance and support services based on your requirements.

We follow a systematic approach with applicable blended-shore engagement models and affect a smooth transition that will usher in the benefits of having a trusted and capable partner constantly by your side managing your requirements effectively.

OUR APPROACH

Following a systematically phased approach consisting of inception, service transition, service commencement & subsequently steady state / run. Our approach adeptly covers the various facets of handling maintenance & support working through the initial transition to the eventual steady state with continued enhancements, release and deployment of applications.



APPLICATION SUPPORT COMMENCEMENT LIFE CYCLE

Inception/Initiation

- ▶ Team setup
- ▶ Scoping and complexity assessment
- ▶ Identify deliverables, agree on estimates, confirm assumptions and mutual commitments
- ▶ Agree on methodology for monitoring and tracking progress
- ▶ Finalization of plans for service transition & commencement

Planning & Due diligence

- ▶ Service transition planning
- ▶ Analyze existing applications support procedures/practices
- ▶ Assess current maintenance procedures and conduct gap analysis against objectives
- ▶ Revisit & revise plans and secure stakeholder approvals
- ▶ Detail the KT Plan
- ▶ Kick-off knowledge transfer commencement

Knowledge Transfer

- ▶ Detailed Application overview
- ▶ Walkthrough application & infrastructure through interactive KT sessions and documentation review
- ▶ Analyze and understand existing Std. Operating Procedures for support & service
- ▶ Challenge-response: Echo-back for review and sign off
- ▶ Schedule service rehearsals and shadow the existing support team for readiness
- ▶ Reverse shadow and sign off KT

Steady State

- ▶ Commence service based on applicable SLAs
- ▶ Start MIS reporting, own documentation updates
- ▶ Institutionalize system knowledge management for steady state benefits
- ▶ Monitor & track productivity and performance against SLAs
- ▶ Begin improvement plans and best practice realizations
- ▶ Plan and execute identified improvement initiatives.

OUR OFFERINGS

We provide end-to-end maintenance services as part of our standard support service packages as outlined below.

CATEGORY III - support coverage

- ▶ 8 am to 5 pm USA business hours Monday through Friday
- ▶ Application platform environment: MS, IBM, J2EE, LAMP (Open source tools and databases).
- ▶ Response time: 1 hr
- ▶ Resolution times by priority:
 - P1 – 4 hrs (lapse time)
 - P2 – 8 hrs (work time)
 - P3 – 48 hrs (work time)

CATEGORY II - support coverage

- ▶ 7 am to 7 pm USA business hours Monday through Friday
- ▶ Application platform environment: MS, IBM, J2EE, LAMP (Open source tools and databases).
- ▶ Response time: 1 hr
- ▶ Resolution times by priority:
 - P1 – 4 hrs (lapse time)
 - P2 – 8 hrs (work time)
 - P3 – 48 hrs (work time)

CATEGORY I - support coverage

- ▶ Round the clock USA business hours Monday through Sunday
- ▶ Application platform environment: MS, IBM, J2EE, LAMP (Open source tools and databases).
- ▶ Response time: 30 mins
- ▶ Resolution times by priority:
 - P1 – 4 hrs (lapse time)
 - P2 – 8 hrs (work time)
 - P3 – 48 hrs (work time)

* SemanticSpace recognizes that your needs could be different and unique that requires a customized support service program to provide what is not covered in a standard package.

WHY SEMANTICSPACE

We have excellent track record in delivering successful multi-year outsourcing engagements to maintain mission critical applications of large and medium enterprises for over a decade in BFSI, pharmaceutical, telecom and other domains with varied range platforms including Microsoft, IBM and Open source technologies. Our deep technology skills, matured yet agile processes and reusable software components offer significant savings in costs and timelines. Our global delivery model with a variety of blended shore engagement options ensures that our customers receive the right service levels and best attention at all times.

Partnering SemanticSpace is sure to provide you with some distinctive benefits to your application support and maintenance requirements:

- ▶ Strong offshore presence & deep technology expertise: Ensuring availability of right engagement models at lower costs
- ▶ Assured shorter lead times for ramp up: Ensuring faster service commencement
- ▶ IP Based Service Transition approach that dramatically improves the knowledge transfer efficiency: Productivity gains passed on right from the service transition phase
- ▶ Tools based metrics led monitoring & tracking of performance: Effective control and monitoring mechanism that leads to improved service quality
- ▶ Strong emphasis to serve on long term engagements results in our resources acquiring deeper understanding of customer business processes; this allows us to adapt the right engagement models, provide sustained value addition to customers thus reducing total cost of service ownership
- ▶ An integrated incident management system with knowledge capture and management interface: Increased productivity, reduced costs and improved future maintainability of your applications

ABOUT SEMANTICSPACE TECHNOLOGIES

With a strong presence the US, Europe, Middle East and India, SemanticSpace Technologies provides IT solutions and services to corporations around the world. Having a proven track record of over 1000 successful projects across diverse technology platforms, SemanticSpace is committed to providing services at the speed, predictability and quality expected by today's business. SemanticSpace's strategic alliances with leading technology vendors such as IBM, HP, Oracle, Microsoft, Sun and SAP further augment its service offerings to its customers. SemanticSpace is assessed for CMMi Level 3 and certified with ISO 9001:2008.

For more information on our application maintenance & support services, please visit www.semantic-space.com



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