

## Application Management Outsourcing (AMO)

In today's business world companies are facing volatile market and economic conditions, while at the same time excited about the promise the future holds. Many businesses and customers are concerned with their ability to keep pace with continuously changing conditions.

Global workforce, enterprise-class technology facilities, proven delivery processes.

Guru Alliance recognizes these challenges and opportunities, and has assisted businesses with overcoming today's challenges, while capitalizing on tomorrow's opportunities. In order for your IT systems to support business performance and innovation, you need IT skills and experience that you can rely on to deliver excellence. The right approach to outsourcing applications and IT management can help your organization:

- By off-loading more established systems to free up your top people to focus on innovation
- By working with you to develop and host new business applications in an environment you can trust
- Improve the efficiency of your people, processes and technology
- Lower operational costs through more efficient and effective service delivery
- Reduce transition costs using a quality proven approach to transition management that mitigates risk
- Gain access to highly specialized skills and resources
- Improve application development and management productivity
- Enhance your businesses market competitiveness through innovation

Transition management is the key to success.

Our AMO services complement our experienced and proven onsite and lower-cost offshore/ onshore development and integration services with post implementation and ongoing support of enterprise applications. The key to successfully outsourcing applications and IT management is our approach:

- We ensure a quick, low-risk transition by developing and executing plans for shifting services, people and assets while maintaining business continuity, focusing on innovation and forward looking initiatives.
- During the transition process, we monitor, track and report progress at the individual, team and business levels.
- A dedicated Technical Program Manager (TPM) provides a single-point of accountability; overseeing the transition process and ensuring service levels and operational expectations are met.

AMO services & capabilities:

### Production support

- break-fix
- level 2 & 3 help desk
- problem management

### Application maintenance

- performance monitoring
- document
- support
- patches
- user testing

### Service management

- client support
- change management
- service reporting

### Small-scale enhancements

- release management
- user requests
- application advice

## Why Guru Alliance?

At Guru Alliance, we put customers at the center of everything we do, and do everything we can to meet their needs. We deliver value according to each customer's requirements, timeline and budget by combining the insight, innovation and the talent of our global workforce. We do this through a passion for delivery that equals our passion for technology.

Our global solutions development teams leverage the innovations and best practices from our most successful customer projects and build on these assets to engineer an unmatched portfolio of proven, repeatable solutions. The "proven" is our solutions means less time and money spent on getting results.

When you form an alliance with Guru Alliance, you know you have a global community of experts collaborating around the clock to bring the best ideas forward.

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## Contact Us

Let Guru Alliance help you leverage your IT investment and greatly expand your technology capabilities.

Our experts are ready to assist you. To learn more about how Guru Alliance can help visit our web site:

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