



We're  
TechDiscovery...  
Capturing ideas.  
Delivering solutions

## Application Management Services

**TechDiscovery** provides a full spectrum of Application Management Services enabling clients to select the level of service, flexibility, risks and costs that is adequate to support their business and IT strategy.

Multiple entry points and growth paths are possible:

|                                |  |
|--------------------------------|--|
| Total Application Management   | TechDiscovery assumes full responsibilities for support, maintenance and enhancement of an existing application, as well as establishes a support matrix, escalation processes, and dedicated business liaison functions.<br><br>TechDiscovery monitors Key Performance Indicators (KPIs) and provides continuous improvement to meet agreed-upon Service Level Agreements (SLAs). |
| Application Production Support | TechDiscovery provides performance monitoring, document support, patches, user testing and issue resolution.   |
| Application Co-Management      | TechDiscovery collaborates with a client's IT organization to assist in managing and maintaining existing applications.  |
| Application Sunsetting         | TechDiscovery can ensure the planned, smooth, and structured sunsetting of existing applications, working with the client to manage end-of-life with minimal business disruption.  |

Our cost-effective  
turn-key application  
maintenance  
solution provides  
customers with  
stability and  
predictability

**Comprehensive software support responsibilities for existing applications**

**Monitoring performance measures and providing continuous improvement to Service Level Agreements (SLAs)**

**Timely resolution of issues and root cause analysis of each issue**

**Established support matrix and escalation processes, including business liaison functions**

**On-site, right-shoring, and offshoring**

5 Concourse Parkway  
Suite 2250  
Atlanta, GA 30328  
www.techdiscovery.com  
678-990-3640

|  |  |
|--|--|
| Quality Assurance and Application Testing                        | TechDiscovery provides quality assurance, testing, including creating and executing test plans/test cases for existing applications. |
| Application Development and Enhancement of Existing Applications | TechDiscovery can architecture, design, plan, project manage, and implement development and enhancements for existing applications   |
| Customized Application Management                                | TechDiscovery will provide customized solutions for applications tailored to a client's specific needs.                              |

TechDiscovery's application management services can help your organization get the most value from your applications. Our services are tailored for IT needs from providing specific skill resources to integrating and collaborating with existing staff to taking over the support, maintenance, enhancement and evolution of an entire application set/portfolio.

TechDiscovery collaborates with its clients to achieve high performance and cost reduction through application management and clients continue to choose TechDiscovery for:

- Reduced cost of application ownership
- Reliable delivery on-time and on-budget
- Improved productivity and application quality
- High process quality – CMMI Level 5
- Achievement of proposed SLAs
- Access to highly specialized skills
- Better management and control of application investments
- Rationalization of current applications
- Re-platforming /right-platforming of applications
- Leveraging of SOA technology to enhance flexibility, reusability, and connectivity
- Technology profile simplification, reducing of integration complexity and resolving of maintenance hotspots

For more information on TechDiscovery  
visit [www.techdiscovery.com](http://www.techdiscovery.com)