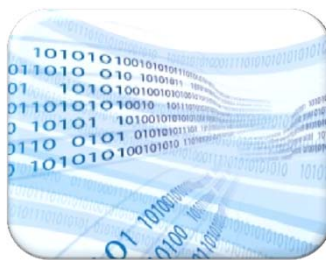


# Application Support Service Overview

## Securing the future of your key IT Systems



# Application Support Service Overview

Your business relies on IT systems on a day to day basis. Keeping your IT suite running is a necessary task but often gets in the way of other business critical tasks.

- > What would happen if your key IT systems became unavailable?
- > Are you getting value for money through your current support arrangements?
- > Are your systems able to cope with the next operating system or database upgrade?
- > Do your applications evolve with your needs?

**Selecting a supplier to support and maintain your applications is a difficult task** particularly if you have a finite budget and specific, complex, bespoke or older implementations. At SciSys we take a more personal and considered approach, based on communication and partnership – working with you to tailor a reliable, specific service which fits, flexes and adapts to your needs both now and as they change in line with your business.

**We take time to understand your business** and its needs. We establish simple, clear, consistent and transparent lines of communication, helping to minimise disruption to your business and, as our services from initial contact through to fix are performed in the UK, we are available when needed.

Because **SciSys provides services throughout the entire software lifecycle** and has experience in a huge range of modern and legacy products we are ideally placed to adapt your applications to the changing needs of your business. We will work alongside you to ensure they continue to serve their purpose, whether this requires extra functionality to meet changing needs or when service is impacted by other, wider application/OS technology changes.

**We work with you to fit the service to your budget** using a variety of business models. We will even vary the levels of service to support business critical time periods and utilise unused support time for application enhancement and future-proofing.

As you would expect, SciSys and our staff are accredited /certified in all the industry recognised standards, including ITIL, PRINCE2, ISO9001 ISO27001 and ISO14001.

**Contact us and find out how we can help you:** contact Chris Uren or Lisa Kirby (supportinfo@scisys.co.uk) or by phone on 01249 466466.



## Incident & Problem Management

Our support desk and engineers go the distance to get things working.



## Application Enhancements

We have a huge range of skills that we can use to improve your apps.



## Technology Refreshes

We keep an eye on changes to underlying software for you.



## Application Management

simple cloud to secure (e.g. IL3) & high availability.



## Simple or Complex Data

**Management** - data transition, backup advice, cleansing etc.



## Product & Systems Integration

We have integrated most major products with customer systems.



## Implementation of ITIL Service

**Processes** all our service processes comply with ITIL- so can yours.



## Advice, Guidance & Training Aids

Our staff will work with your staff to maximise application value.



## Legacy Applications

we have the skills to keep older applications working and serving you.



## Managed Service

Let us take the entire strain of your IT application delivery with a turn key service, including secure hosting.

