



# Applications Management

A service component of our Out-tasking/Outsourcing solution

Applications Management services from Computacenter encompass applications management and hosting for business-critical enterprise applications such as ERP and email.

## What we do

As business pressure demands uninterrupted access to critical applications, organisations often retain costly specialist resources only to 'keep the lights on' and ensure system performance and availability.

Organisations in this situation need a trusted and commercially flexible IT services partner to deliver a cost effective and responsive service.

As an accredited SAP Hosting Partner, Oracle Business Partner and Certified Microsoft Partner, Computacenter is the preferred choice for applications services and solutions for organisations looking to free up their internal resources for strategic business activity.

The service can encompass:

- Database management and administration. Technologies include Oracle, SQL, Ingres, Informix, SQL Server and Maxdb
- Applications maintenance, system upgrades and migration. Technologies include SAP, Baan, iSeries applications and Oracle E-Business Suite
- Middleware management and administration including BEA Weblogic, Apache, Microsoft Exchange and IBM Websphere
- Proactive performance monitoring and optimisation of operating system, application and database layers

## How it helps

Application Management from Computacenter provides access to skilled resources 24x7 to enable organisations to focus on strategic development and core activities.

## Cost reduction

- Better utilisation of resources and funds
- Consistently high service levels at a cost point difficult to achieve from in-house resource provision
- Remote operations and offshore capacity
- Shared infrastructure
- Transparent, predictable and flexible commercials

## Enhanced Service Delivery

- 24x7x365 multi-lingual Service Desk
- Mobile engineering force for onsite and remote support
- Specialist resources for applications optimisation
- Specialist applications support teams
- Innovative and bespoke methodology, Customer Value Scorecards (CVS), to align service delivery improvements with business requirements

## Out-tasking/Outsourcing

Infrastructure Management

Applications Management

Service Desk

IT Security

Managed Storage and Back-up

Datacentre Hosting

Disaster Recovery

Asset Management

Managed Print

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## Why we are different

Computacenter can balance the provision of Application Management services delivered from our Milton Keynes, Nottingham, Barcelona, Cape Town and Kuala Lumpur facilities to provide a 'right-shore' and commercially flexible solution that can combine on-site, on-shore, near-shore and off-shore capabilities

For a complete service in modular format, we can link Application Management to our Datacentre Hosting Service, Infrastructure Management and Service Desk solutions to provide a complete service in a modular format.

The investment in our Shared Services Factory enables our customers to reduce cost by taking advantage of proven, repeatable and ITIL-based processes that also accelerate innovation and improve service quality.

## Where we have done it

Capespan is a world class specialist in the marketing of fresh fruit internationally. It ships more than 60 million cartons of fruit each year.

"We can see that Computacenter is paying particular attention to our needs. Even if things aren't strictly covered by the SLA, Computacenter bends over backwards to ensure that things work for Capespan."

Stef Rigotti, IS General Manager,  
Capespan (Pty) Limited

## What next?

To find out how Application Management services can help you, please contact your account manager or email [enquiries@computacenter.com](mailto:enquiries@computacenter.com)