

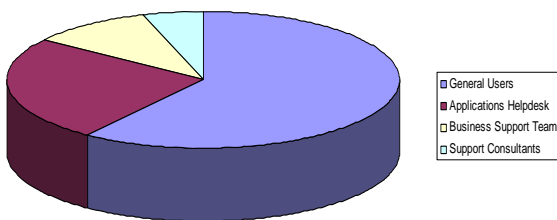
# Application Support Service

## Background

Businesses reliance on IT systems is greater than ever. Inevitably all employees, customers and suppliers depend on an organisations enterprise systems either directly or indirectly. Therefore any system 'downtime' is very costly in terms of business, time and customer satisfaction. Depending on the mission criticality of the system some business can suffer huge losses in the event of even the shortest outage.

Additionally, users need and expect rapid resolution to their issues in order to keep their own promises to internal and external customers. In many cases the desired level of support cannot always be satisfied by internal system departments owing to the broad level of skills and resources required. Maintaining specialist skills in-house can be expensive and distracts managers from other core activities.

In order to minimise issues and control risk organisations need to ensure that systems are reliable, available and usable. This can only be achieved if there are sufficient relevant skills and knowledge to optimize, maintain and support systems.



Typical Support Issues

## Typical Support Issues

The typical issues in providing support often fall into the following areas:

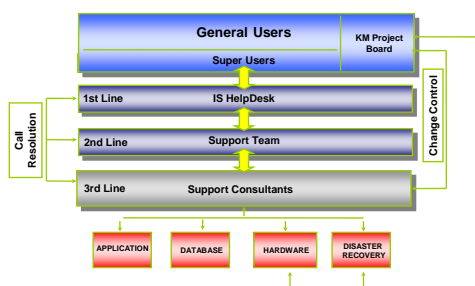
- Use of system
- User confidence in system
- New requirements – system changes
- Finding and maintaining enough sufficiently skilled support staff
- Reliance on key support staff
- 7 x 24 system availability
- Total Cost of ownership
- Managing change

Finally, the question that inevitably arises from the business is: 'is IT our core business?' If the answer is no, then the subject of outsourcing and/or hosting systems becomes a sensible alternative.

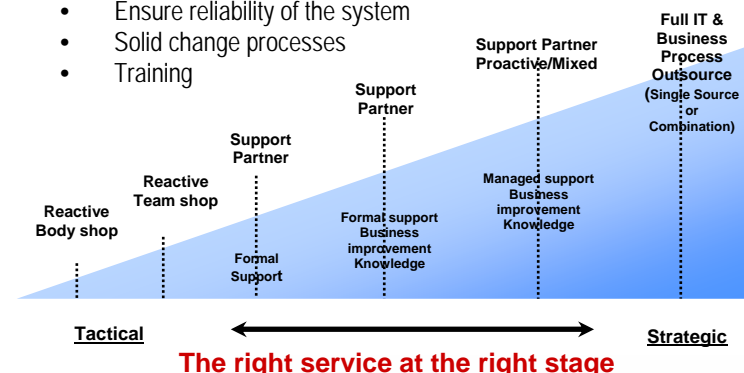
## Chapter26 Support Service

In order to offer the relevant support at the right cost the service provider needs to understand the requirements of the client during various stages of the implementation, whilst ensuring benefits are realised:

- Supporting the users in the use of new technology
- Assist management in managing change
- Ensure the right skills are available
- Ensure reliability of the system
- Solid change processes
- Training



Support Framework

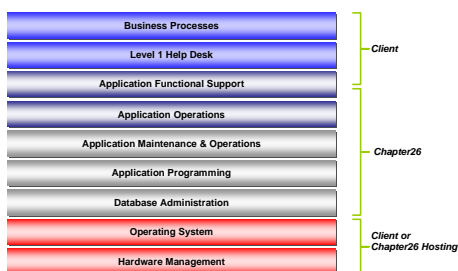


## The Solution Overview

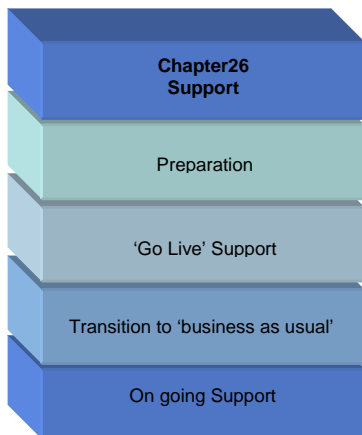
Chapter26 Application Support provides:

- Continuity of resource
- Maintains internal skills
- Depth of resource - access to a team of specialist consultants
- Knowledge of your implementation
  - Quick resolution of support issues
  - Responsive to business changes
  - Impact analysis of vendor upgrades / patches
- Experience of supporting systems
- Strong relationships with vendors
- World-class Support infrastructure
  - Single point of contact
  - Call logging
  - SLA reporting
  - Knowledge base
  - Structured approach to diagnosis, resolution, root-fix, change control

## Support Model



## Support Implementation Stages



## Support Implementation Stages

- 'Preparation'
  - Understanding scope of support
  - Building for reliability and maintainability
  - Training, user guides, understanding of new roles
  - Build support environment
- 'Go Live' Support
  - Supporting initial implementation and major system changes
  - On-site support / 24 \* 7 support
- Transition to 'business as usual'
  - Supporting the 'users' (FAQ's, 'hotspot' training)
  - Issue management
  - Realising the benefits
- On-going Support
  - SLA
  - Supporting business change
  - Maximising investment
  - Remote support

## About Chapter26

Chapter26 is a Specialist Solutions Provider which design, implement & integrate collaborative business environments through the secure management of content. Chapter26 is BEA Value Added Reseller, EMC Documentum Select Service Team, Microsoft, VMWare, Kofax & Sealed Media Partner.



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