




Managed Service

# Our Application Management Services (AMS)

Maintenance, support, operation and further development according  
to your individual requirements with USU Digital Consulting





# Secure Business Critical Applications

With Application Management Services (AMS) from USU Digital Consulting, we ensure robust operation and a high level of security for your business-critical applications. To meet individual application requirements, we offer a wide range of service modules, fast response times and a flexible service time model.

## What we offer

**Short-term transition:** swift and seamless transfer of your application to our service

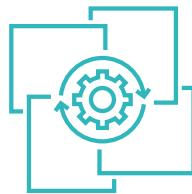
**Advice** Individual and customized advice on your IT infrastructure and landscape

**Maintenance & support:** regular maintenance, system upgrades and troubleshooting

**Operation:** proactive monitoring, capacity planning and ensuring smooth operation of applications

**Further development:** continuous optimization, updating or expansion of your technology

**Hosting & cloud:** managing hybrid infrastructures and operating your applications with the leading hyperscalers in Germany



### Your benefits with Application Management Services from USU Digital Consulting

- 20 years' experience in application management
- Deep technological know-how through many years of experience in large projects and processes
- Administration, customization and 3rd level from one source

## Our service modules

USU Digital Consulting's specialized AM operations team has extensive technical and professional expertise in German and English. We effectively implement service and change requests through the ITIL®/IPMA®/ISTQB® certification of our employees.

Our qualified employees develop a thorough understanding of your application. This enables

us both to identify and solve problems quickly and to quickly detect and implement new requirements.

**We offer services for Java-based applications, Liferay and the Pega platform.**

### Service desk

- Single Point of Contact (SPOC)
- Service, operations and escalation mgmt. (ITIL®)
- Deployment and substitution planning
- Central hotline routed to engineer on duty
- Central email inbox & ticket system
- SLA reporting

### Incident & problem management

- Analysis and remedying of faults within response time
- Provision of workarounds
- Coordination with systems and areas involved
- Documentation/feedback of intermediate status

### Change & release management

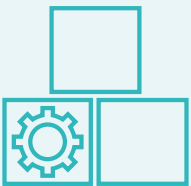
- Recording of changes and coordination of evaluation and release
- Patch management (hot fixes, service packs, etc.)
- Coordination of maintenance windows
- Coordination with IT, specialist and other departments as well as system owners

### Security & access management

- Access authorization according to security guidelines (e.g. implementation of GDPR requirements)
- Ensuring data integrity and authenticity
- Security audits (implementation or support)
- Updating certificates, truststores, etc.

### Availability & capacity management

- Ensuring the agreed level of availability
- Derivation of measures from monitoring data
- Monthly reporting with risks regarding availability, reliability, maintainability, resilience and serviceability
- Ensuring capacities according to utilization rates



## Offer packages

Our service times are flexible and based on your business needs. To this end, we offer different models for service and response times. You have complete freedom when selecting services. In the pay-per-use model, for example, you can decide whether you want

to perform certain tasks yourself or whether we will take care of them for you.

**Our service times range from weekdays 9-5 to 24x7 on-call response to critical incidents.**

Service	All-Inclusive	Pay-per-use
<b>Service management</b>		
Service management & provisioning team incl. representation arrangement	✓	✓
Fixed day	✓	✓
Monthly report	✓	✓
<b>Service operation</b>		
Basic ticket acceptance and maintenance	✓	✓
Incident management incl. fixing	✓	+
Problem management incl. fixing	✓	+
Request fulfillment (service requests)	✓	+
IT operations control	✓	+
<b>Other disciplines</b>		
Change management (adoption and evaluation)	✓	✓
Implementation of changes	+	+
Knowledge management	✓	✓
Availability management	✓	+
Capacity management	✓	+
Service continuity manager	✓	+
Security & access management	✓	+
Release & deployment management	✓	+
<b>Option</b> guaranteed recovery time	+	+

- ✓ Included in the package price
- Services are charged according to time and effort

## Happy customers confirm our performance efficiency

For over 20 years, we have been working as a reliable and innovative eye-to-eye partner with a large number of companies in application management.

