



AMS Overview

At ICS, we recognise that implementing enterprise business solutions is just one part of the equation; proactively managing and supporting them is the other. Our **Application Managed Services (AMS)** portfolio is specifically designed to provide our customer's with a complete support solution for their Oracle or customised application environments. By leveraging our investment in application management tools and processes, you could have the opportunity to:

- ⌚ **Enhance your application service and support capability**
- ⌚ **Fix the cost of running your enterprise applications**
- ⌚ **Derive greater value from your applications**
- ⌚ **Reduce risk by having the right resource and skills available at the right time**
- ⌚ **Increase and guarantee service levels to your business users**
- ⌚ **Better leverage the skills you have in-house**

Our implementation experience means that we are uniquely positioned to offer a compelling, cost-competitive and client-intimate application service. Our remote delivery model allows us to tailor services to your specific business needs and our primarily UAE based teams of support analysts and DBA's have the tools and the skills needed to deliver. Our portfolio of offers means that our customers can select from a range of proactive and reactive service components, including both technical and functional support

Our Delivery Model

At ICS, we are committed to ensuring that our AMS solutions deliver maximum business value. By using sophisticated monitoring tools, we can monitor and manage your infrastructure and applications landscape remotely. Our model provides our teams and your teams with the information required to keep your business running **24 hours a day, 7 days a week**. We can monitor your applications, database, backups, operating system, and even drill down into your data to look at the root cause of business issues.

Our approach: is designed to increase the availability of your production environments and enable you to maximise the potential of your own internal IT staff. Our monitoring tools collect information relating to application capacity and configuration and enable us to identify potential system bottlenecks. Our teams will identify trends and will take action or make recommendations regarding system configuration **changes**. The data gathered can

also be used to support and plan future infrastructure changes.

Clients who have no in-house IT capability: we offer a fully hosted managed service. We deliver across the full IT life cycle and can support both production and pre-production environments. Our service delivery model means we can track and report service accurately and can deliver against client specific service level agreements - in a nutshell we can take care of all your IT requirements leaving you free to concentrate on running your businesses.

Our ICS Team

ICS have invested heavily in people, process and technology to ensure that our managed service approach consistently delivers a high level of service. Our teams are primarily UAE based and we operate a 'shared service' model. That is to say, to keep costs down, our teams are centrally based in one of our service centres and deliver across multiple clients. To ensure that we secure and maintain a full knowledge of our client's environments, we work hard on building strong customer relationships and for each of our managed service clients we have a core team.

The ICS Difference

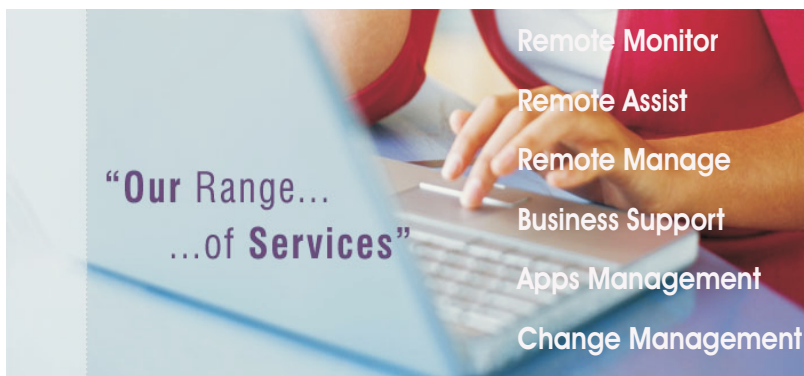
Knowledgeable: We won't be learning on your time, and thus all your issues will be resolved quickly.

Systematic: Our methodology ensures success and allows you to measure how we perform.

Accountable: Our systems and support staff do not allow your needs to "fall through the cracks."

Trustworthy: We do what we say we are going to do, so you can count on us to be there when you need us.

Affordable: For a predictable monthly investment, you receive a support team dedicated to taking care of your network without the added costs of HR issues like interviews, background checks, training, management, performance reviews, compensation, healthcare costs, payroll and more.





Our AMS team comprises:

🕒🕒 **Client Services Managers (CSM)** – work with our customers to ensure that changing requirements are met and are responsible for our meeting agreed service levels. Our CSM's provide overall relationship management and are accountable for customer satisfaction.

🕒🕒 **DBA's** – experienced and skilled database administrators are at the core of our service. Typically, a nominated Primary DBA takes account ownership and is responsible for managing our customers' application landscapes. The Primary DBA works pro-actively with client personnel to plan service activities and draws additional DBA resources from the pool as required to deliver the service.

🕒🕒 **Service Desk** – Our service desk team work with the client and our support teams to ensure that incidents reported are tracked and problem and change is managed. Call progress is monitored and all parties are updated when service status changes.

🕒🕒 **Business Support** – where ICS is taking on specific business support responsibilities (perhaps where we have performed consultancy work or the original implementation), we deliver through our dedicated business support team. This team provides remote functional and technical support on a client specific basis.

As you can see from the chart below the ICS Managed Services team is designed around and dedicated to our client's needs.



Our Service Offers



Because our clients' needs vary, our service model has been designed to be highly configurable. We can take full application management responsibility, or we can compliment in-house skills and capabilities:

🕒🕒 Our **Remote Monitor** service is designed for those businesses that already have the skills to manage their Oracle environments but want the comfort of knowing that their systems are being monitored around the clock. Alerts are passed to client staff for resolution.

🕒🕒 Our **Remote Assist** support package is available for organisations that run a non-critical Oracle-based application, or, have made an investment in Oracle skills but need additional help on a reactive basis.

🕒🕒 Our **Remote Manage** is ideal for organisations that have little or no in-house Oracle skills or need to improve their service level to their end-users at the same time as fixing their costs. Through our *Remote Manage* services, we can take over the day-to-day running, monitoring and maintenance of the applications landscape, if necessary on a 24 x 7 basis.

🕒🕒 Our **Business Support** service is designed to deliver remote support to business 'super-users' and/or provide dedicated business support on specific aspects of an implementation. All of our services provide support for production environments and can be extended to cover development and other pre-production environments.