

Quality Assurance and Testing (QAT)

Application Development

Application Management

Enterprise Application Integration (EAI)

## Application Management Services

In today's tough economic conditions, enterprises are forced to do more with less. As a result, currently, most organizations spend a significant portion of their IT budgets in maintaining applications or managing multiple applications delivering similar functionalities. The challenges of supporting heterogeneous application environments are increasing. Besides this, application failures, downtime, or performance issues have far-reaching repercussions including diminished business performance, significant financial losses, reduced competitiveness, and lowered customer satisfaction.

In order to survive in this current atmosphere of global markets and competition, businesses need to leverage IT investments to their full capabilities and increase both the efficiency and the effectiveness at the same time.

It is therefore essential to administer these applications proactively by a dedicated team to maintain their availability 24x7. Omnitech's Application Management Services (AMS) addresses the "Availability" aspect of global enterprises who spend vast amount of money each year on effective application management.

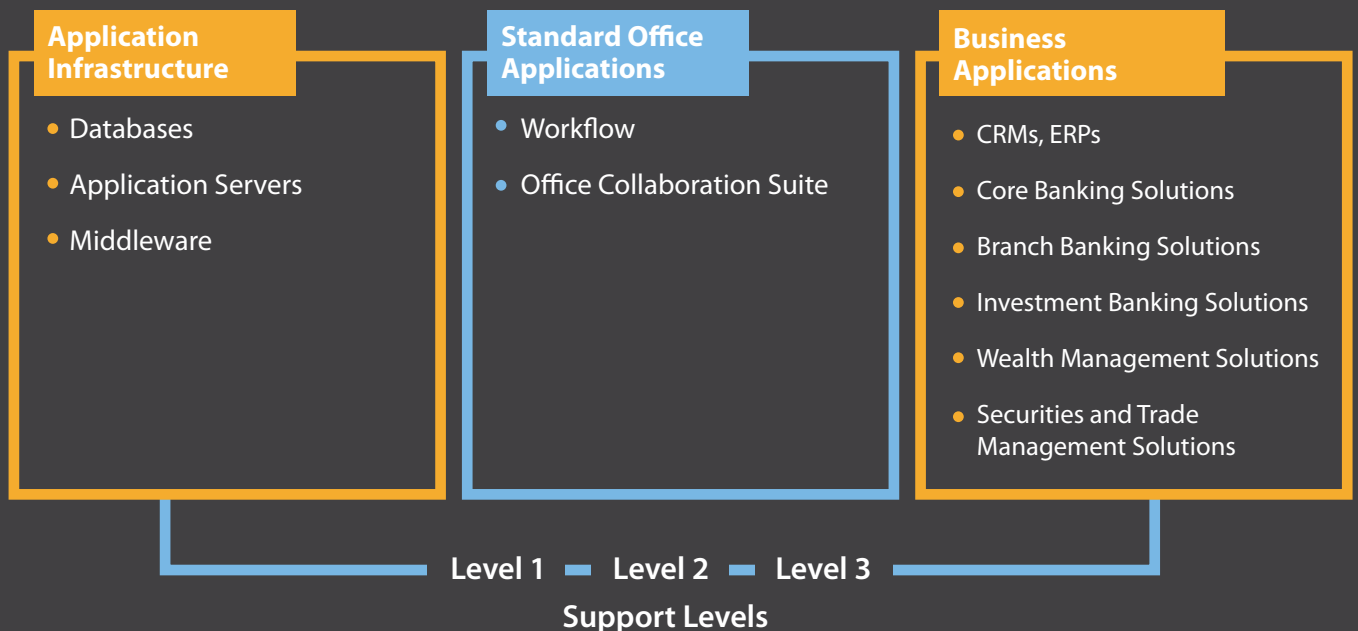
## Why Omnitech

Customers are wary of working with multiple agencies for support on different applications. In a multi-vendor environment the energies of the Senior and Middle Management gets wasted in managing end user problems and vendors. This creates an environment which is difficult to manage and keep accountable.

Omnitech helps enterprises gain a competitive advantage in the global marketplace by developing and maintaining rich applications and successfully executing projects that implement onsite, offsite, or offshore support models. We support customers to effectively modernize their legacy applications leveraging robust methodology and extensive experience in support, and enhancement. We can help to drive improvement and cost reduction whilst improving inefficient or ineffective business and IT processes.

Omnitech provides "One Window" for all application issues and support related to the customer "in Production" as well as in maintenance and development. We help our clients keep pace with technology with an edge over competitors.

## Service Offerings



Our application practices have evolved into Centers of Excellence (CoE), helping customers fulfill stated and unstated business needs, and finding new sources of innovation.

### Customer Advantage

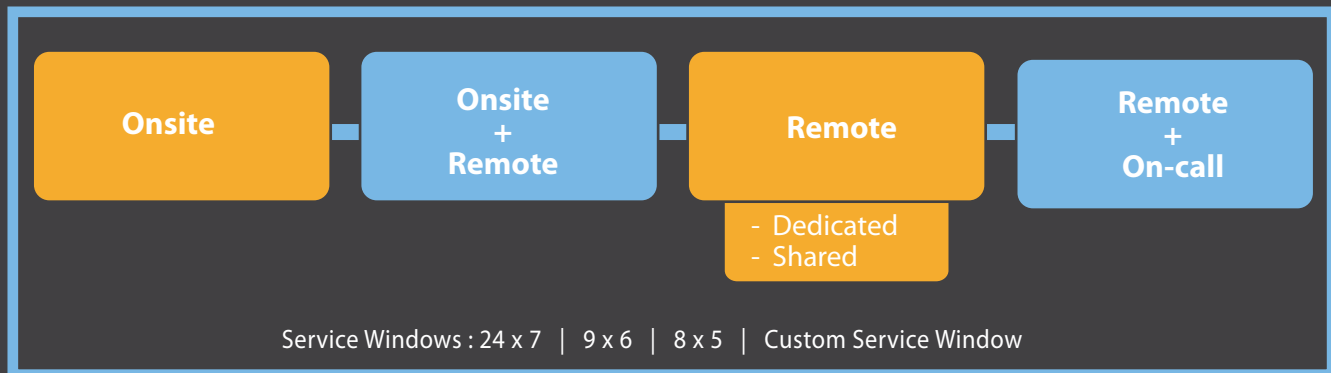
- **Business Effectiveness**
  - Improve organizational responsiveness
  - Increase productivity
  - Achieve differentiation
  - Retain customers and increase customer satisfaction
- **ROI from IT Investments and Lower TCO**
  - Better and sustained usage of business applications & IT resources
  - SLA for support issue resolution
  - Improve and assure application uptime
- **Controlled Costs of IT Operations**
  - Shared remote operations
  - Dedicated offshore operations

### Features of Application Management Services

- Support for all types of applications on all platforms running in an enterprise
- Maintenance of key application servers, middleware and database on a wide variety of platforms
- Enhancement for customer owned applications in J2EE, .NET, C, C++, SAP, Oracle EBS etc.
- New development requirements supported on J2EE, .NET, C, C++, SAP, Oracle EBS etc.
- Functional, performance, regression and User Acceptance Testing of all the changes before deploying on production
- Performance management of applications to ensure availability
- Support DR drills and activities to ensure "Continuity"
- Usage of industry standards like CMM, ISO and ITIL processes to ensure maximum quality

### Service Delivery Models

Omnitech's extended ADM and IMS service offerings as AMS could be capitalized on with the flexibility through a variety of delivery models as below :



### Omnitech Strengths and Experience

- Established ITIL, SDLC and ISO processes to support the varying needs
- Experience in handling high volume and large applications
- Experience of working and delivering in SLA driven environments
- Strong background in analysis, development, testing, deployment and support functions
- Long track record with clients repeatedly renewing and expanding their AMS services
- Our commitment to technical and commercial innovation based on guaranteed outcomes
- Customer-centric business models to provide predictable, scalable and cost effective delivery