

Our Measurable reactive support goals include

**REACTIVE SERVICE RESPONSE
TIME BY PRIORITY**

PROBLEM RESOLUTION GOALS

PROBLEM ESCALATION TIME

Our solutions helps you to

- ✓ Save operational cost and improve productivity
- ✓ Accomplish more liable maintenance and support services
- ✓ Succeed rapid ROI
- ✓ Increase quickness and reduce risk
- ✓ Create a platform for innovation and development

Reduce complexity and total cost of ownership

PeopleTech Advantages

PeopleTech assure you to deliver superior service that is aligned to your business metrics. Furthermore, our time tested Application Managed Services methodology opens up scope for process improvements that further enhance your application as well as support performance.

- ✓ Transparent Governance Model
- ✓ Innovation and Trasformation
- ✓ Tools and Automation Framework
- ✓ Partnerships with Technology Leaders and Technology Centers of Excellence

About PeopleTech

PeopleTech is an emerging leader in the Enterprise Applications and IT Services marketplace. PeopleTech draws its expertise from strategic partnerships with technology leaders like Microsoft, Oracle and SAP and combines that with the deep understanding of its technologies. With a strong focus on frameworks for information availability and analysis, PeopleTech has developed Center of Excellence for each of its service areas, ranging from Cloud Applications, Business Intelligence to Mobile Solutions and Managed Services.



Contact US



info@peopletch.com
www.peopletch.com



1110 112th Avenue NE,
Suite 300C, Bellevue, WA. 98004



USA : +1425-354-3456
INDIA : +91 40 66071200

**APPLICATION
MANAGED SERVICES**

At People Tech Group (PeopleTech), we understand that applications are the prime movers of organizational success. Our extensive experience in leading enterprise applications and specifically, our Application Managed Services practice, flexible engagement models and execution approach are motivating us to create an outsourced measures customized to the specific needs of your organization. Our years of industry experience, domain knowledge, and experienced professionals play a key advisory role to assist you acclimate your complex applications to support new strategic enterprises and transformations.

Application Managed Services

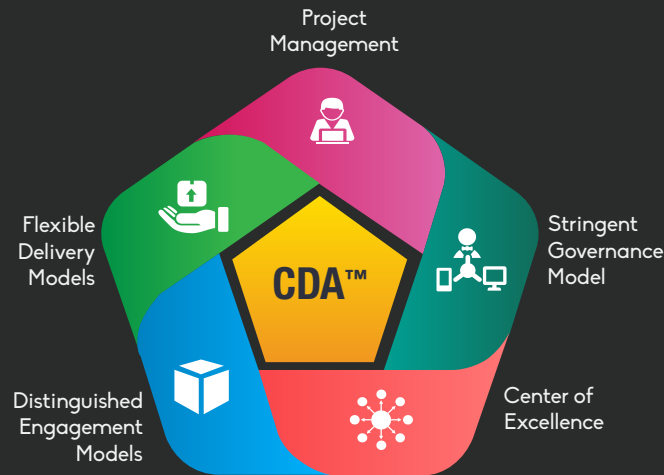
PeopleTech offers a variety of application managed services which are custom-made to meet specific needs of your organization.

Our Managed services allows our clients to maintain efficiency while the tedium of day to day activities are being performed by our dedicated team of professionals:



Application Managed Services Approach

PeopleTech's application managed services are built with a balanced and holistic methodology known as Customer Desired Approach (CDA™).



Engagement with PeopleTech for managed services will allow you to access the entire IT ecosystem of PeopleTech to support your most critical applications through our CDA™.

Better Project Control

- ✓ SLA driven Application Management
- ✓ Knowledge Management Database
- ✓ Flexible Project Governance
- ✓ Project Control Validated with Reporting Results

Quality Management

- ✓ Processes based on CMMI, and Six Sigma Focus
- ✓ ISO 27001:2005 Certified Facilities

- ✓ Seamless Execution of project
- ✓ Assured Client Data Security

Continuous Support

- ✓ Global Delivery Model
- ✓ Cost Effective Support Plans
- ✓ Dedicated Support
- ✓ Productivity Improvement for Application Management

Greater Flexibility

- ✓ Resource rotation between development Projects and Support
- ✓ Distribution of work between Support and Enhancements
- ✓ Flex! Team on demand at 0-cost
- ✓ Flexible Engagement Models

Support Levels – Application Management

PeopleTech maintains different support levels for the application maintenance to ensure your requirements are implemented promptly.

Level	Scope	Outcome
L1	Basic enhancements and customizations	Delivery
L2	Development, Testing and Deployment	Allocation of work
L3	Analysis of requirement, Architectural changes and Delivery	Execution of plan