



IT FACTORY

# APPLICATION MANAGEMENT

We will utilize our potential in assisting you with the operational support, improvement of existing infrastructure, i.e., systems, applications, databases, as well as provide business changes and technical enhancements.



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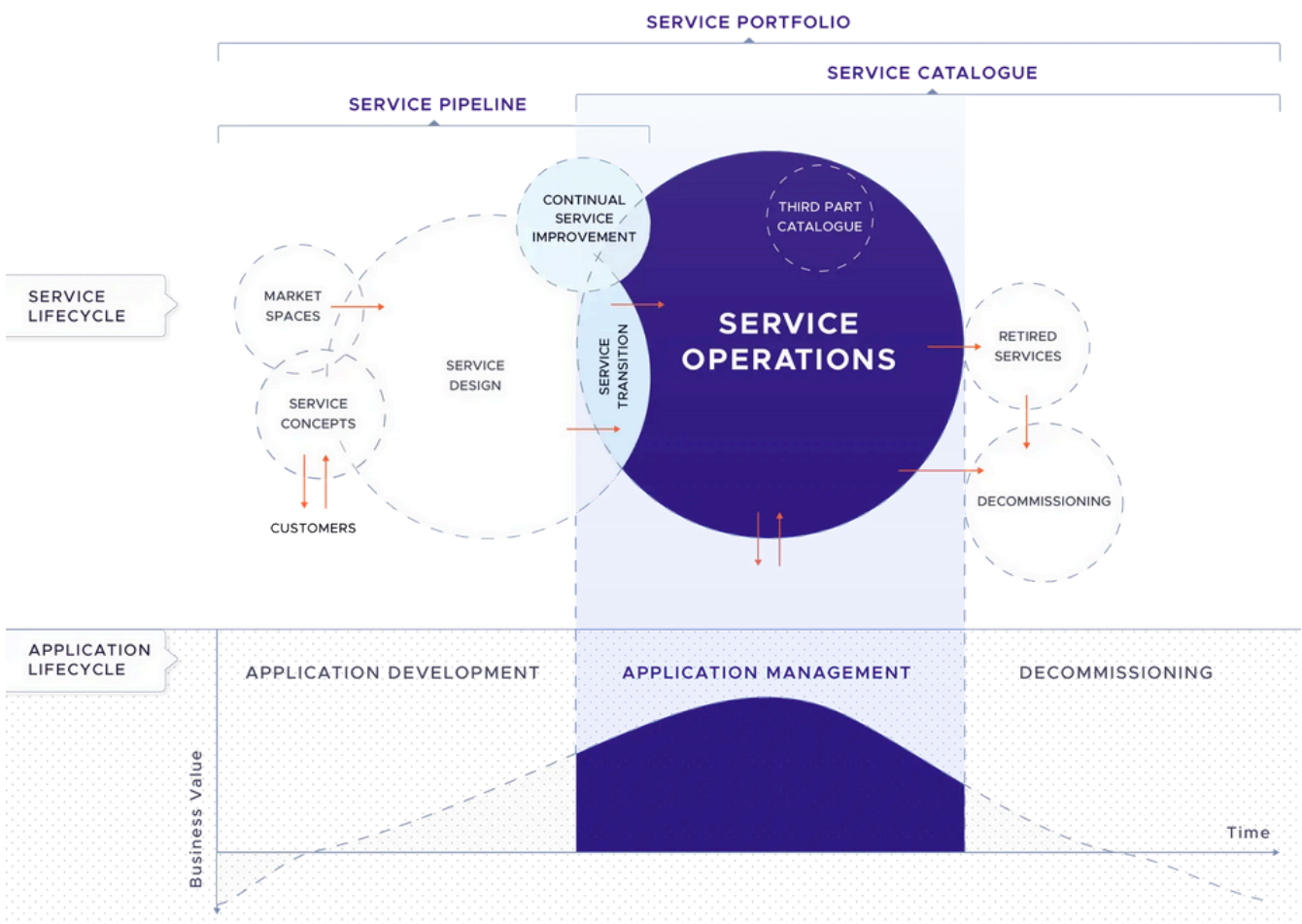
from eth-ru.dwarfpool.com  
Total Shares: 477, Rejected  
GPU2 25.500 Mh/s  
fan=60%



# Overview

The Application Management Offering encompasses services provided by a third-party organization (IT Factory in this case) to small or large companies to help businesses get the application support that they need. Such an expertise is often needed when businesses don't want to rely on internal resources to maintain critical software systems.

IT Factory makes sure that all IT Service Management processes, Operational Level Agreements and Underpinning Contracts are appropriate for the agreed service level targets. We will quantify the expected business value of recommendations, select them, and propose appropriate follow-up steps. The results of the analysis made by our experts provide a baseline for evaluating the execution of these steps as well as a means for monitoring the performance of the applications.



# Challenge

Application Portfolios are valuable assets to each company, and as such, they need to be maintained and optimized to reduce costs and to control on-going investments. Applications in full production phase generate most of their business value. The maintenance and support of a common application account for 70% of the overall IT effort. The goal of the application management phase of the application lifecycle is therefore to achieve high operational efficiency and to provide maximum value to business.

Several factors need to be taken into consideration in order to protect the company's assets, such as:

- Ensuring continuous operational support of maintained systems
- Maintaining high efficiency and performance of supervised systems
- Meeting the high expectations included in the SLA (Service Level Agreement)
- Stabilization of changes introduced in the production environment
- Maintaining a high level of end-user satisfaction
- Retraining maintenance teams to keep up with new technologies
- Management of legacy assets and legacy application modernization



**IT Factory (...) delivered the agreed services in the manner closely aligned with the Client's demands. The expertise level of proposed specialists to work on projects at the Bank was always very high.**

*Top 3 Polish Bank*

**"With us, your CHALLENGES do not become PROBLEMS!"**

*Kazimierz Przybyła,  
Business Development Manager*







## Solution

T Factory has a proven track in assisting small and large companies with their needs of application support and maintenance. It includes, but is not limited, to the following activities:

<b>STEP 1: Identify the ways application can be optimized</b>	The IT Factory specialists will provide a plan to achieve high operational efficiency by finding ways to optimize applications, make them stable, and allow for easier and more flexible change control process. Perform continuous improvement in the area of: a strategic, functional, and technical review of your applications and systems.
<b>STEP 2: Improve quality and performance</b>	The IT Factory specialists will assist in modifying application, databases, processes in order to maximize business benefit and increase application return on investment. Find under-performing assets: identify, estimate, and prioritize opportunities for gaining significant benefits from optimization initiatives. Tune the efficiency of applications, databases, application platforms and operational systems.
<b>STEP 3: Make the application flexible and reliable</b>	The IT Factory specialists will increase the application flexibility and reduce the time needed for business to respond to demands for change (create functional extensions to existing systems).
<b>STEP 4: Optimize operational costs</b>	The IT Factory specialists will contribute to enhancing of operational efficiency and lowering of the cost per unit of work by improving the overall performance of the application portfolio.

# Benefits

Given the high value of corporate application portfolios, the benefits of a proactive and systematic approach to application management are large and far-reaching. Effective application management releases internal customers resources for value-creating activities but also give for customer some more benefits:

- Effective application management and significant cost reductions
- High standardization and maturity of maintenance procedures
- Wide and quick access to a highly specialized common pool of IT specialists
- Reducing the risk of change management, implementation and stabilization
- Increasing control over the quality of incident and problem management processes
- Ensures the flow of knowledge necessary to optimize systems (continuous improvement)



**IT Factory's employees have been showing excellent job in fulfilling tasks assigned to them. Taking into account the high level of professionalism, I can certainly recommend the services of IT Factory to other Clients.**

*Top 3 Polish Insurers*





IT FACTORY



# ARE YOU INTERESTED IN COLLABORATION?

Feel free to reach out to us, explore further details about our offerings, and arrange a consultation at your convenience.



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