

FACT SHEET: **APPLICATION MANAGED SERVICES** **ORACLE J.D. EDWARDS ENTERPRISEONE** **AND WORLD ERP SOLUTIONS**

CHALLENGES

Today most organizations are struggling to maximize their return on IT investments as application support costs are taking up 60% – 70% of their IT budgets, limiting investments for new initiatives that can help meet business needs.

The end user dissatisfaction and lack of application portfolio adoption further causes IT organizations to be continuously doing a catch up with business demands.

All the above factors are resulting in an ever-increasing gap between the required IT investments and business demands.

THE PROBLEM

- Increasing application operations costs and pressure to reduce capital expenditure
- Increased value from applications and investments
- Increase adoption of application portfolio and end user satisfaction
- Desire to internally focus more on the core capabilities

HOW WE CAN HELP

The Mitchell & Associates AMS approach focuses on removing waste and increasing efficiency. Mitchell & Associates AMS will help in managing, innovating and transforming your application portfolio while reducing application support costs by 20 to 30% or more, improving service levels and user satisfaction and thereby giving IT organizations an opportunity to meet business demands.

By reducing costs and introducing operational excellence, Mitchell & Associates AMS offerings can help you transform your IT organization, allowing you to focus on new projects. An embedded continuous improvement program will continue to drive down operating expenses over time helping you to undertake



additional business aligned strategic initiatives. Our AMS approach is implemented by professionals who have been trained and nurtured for their support roles and are experienced with Lean delivery processes.

BENEFITS

The Mitchell & Associates Application Management approach focuses on managing, innovating and transforming the application portfolio while at the same time finding the most cost effective delivery mechanism. The MAA approach:

- Lowers total cost of ownership (TCO) in the delivery of Application Services using a lean approach and standardization. We typically help clients reduce application support costs by over 30% and adjust the budget to invest more on business value projects
- Provides measurable Optimization and efficiency gains with Mitchell & Associates continuous improvement solutions.
- Recognizes that organizations are continuously evolving and require business and application transformation through the life of the Application Outsourcing contract. So, working with you, we transform the application portfolio leveraging our

end to end service offerings

- Ensures that the services are delivered in the most efficient manner with adequate coverage, using the Mitchell & Associates Global Blended Delivery Model, using an optimal combination of Onsite/Onshore/ Nearshore and Offshore delivery resources

WHAT WE OFFER

Mitchell & Associates offers Application Managed Services for spectrum of JD Edwards and non-JD Edwards platforms to fully support heterogeneous environments.

JD Edwards Application Management Services: Application Maintenance, Enhancements and Support in a flexible 24x7 Global Delivery Model across JD Edwards core, new dimension, hosted and managed solutions.

HOW IT WORKS

At Mitchell & Associates, we believe that the traditional approach of just handling problems quickly is important but is not enough to provide an excellent service to our Clients.

The Mitchell & Associates approach prevents problems, reduces their business impact and enables our Clients to achieve greater effectiveness and efficiency.

Within the Mitchell & Associates Application Support environment, we primarily relate to three distinct processes: **Manage, Innovate and Transform.**

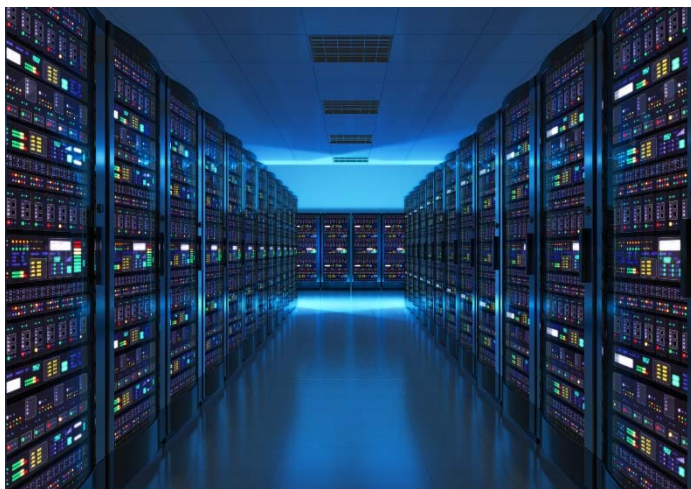
The **Manage** process is where we analyze the demand relating to issues and problems that have arisen over a certain time period and, where possible, identify patterns in terms of the root causes, once identified, remove these causes of failure. In addition, this process gathers and feeds analysis data into the **Innovate** step where periodic formal reviews of the application portfolio take place and suggestions for improvements are made. The **Transform** process adapts the now improved applications portfolio to business changes, takes them to the next level while looping back into the proven Manage process and continuous improvements.

QUALITY AND CONSISTENCY

Best Practice ensures that all aspects of the Application Managed Service are rigorously managed and service quality is aligned with industry best practices. Using best practices results in higher availability and reliability of applications which complies with the service requirements of the clients' business. Our best practices are embodied in Oracle Unified Method (OUM) which encapsulates more than 40 years of knowledge and is the foundation of all of our service offerings.

WHY MITCHELL & ASSOCIATES

Mitchell & Associates has a successful history of working with a wide variety of clients with a wide range of application portfolio's, while building and enhancing customized solutions that meet your specific business needs. Staffed with experienced, well-trained professionals, who leverage the industries best practices and are capable of supporting global clients effectively.



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