


# Maximize your technology, minimize your costs



Avanade® Outsourcing™ Services



Our alliance partner, Accenture, estimates that organizations that use structured methodologies around standard business processes—such as those in Avanade Application Outsourcing Services—can achieve 5% to 20% productivity gains.

# Do more with less

Reduce costs, yet increase productivity. Extend your technology reach with a smaller IT budget. Organizations are grappling with these polar opposites. It's no surprise that many are turning to outsourcing services. Avanade provides a rich array of options. We can handle everything from managing your infrastructure and applications on-premise to providing you with completely hosted solutions that still allow you to seamlessly access the systems you need to make your business a success.

## A new way to power technology

In today's economic climate, organizations are challenged to do more with less. There is less budget. There are fewer in-house resources. Yet at the same time, business success demands keeping current with technology. Right now, there are more options to meet these needs than ever. Whether you want to take advantage of new cloud-based access to the most current software or you need someone to manage your entire application portfolio or infrastructure, Avanade can help. Our full suite of Outsourcing services includes the following:

- **Application Outsourcing** delivers a new way to manage your application life cycle from start to finish, for applications such as Microsoft® .NET, Microsoft Dynamics®, Microsoft® Commerce Server and Microsoft® Office SharePoint® without requiring in-house expertise or dedicated resources for management.
- **Avanade Online Services (AOS)** delivers critical line-of-business applications—such as Microsoft Dynamics® CRM—as a hosted service. AOS offers these applications in a cloud-based, Software-as-a-Service model. You can enjoy pre-built functionality that addresses some of the most commonly requested line-of-business features while realizing the benefits of outsourcing the application, infrastructure, support and maintenance.
- **Avanade Services for Business Productivity Online Suite (BPOS)** offers complete migration and implementation services for the Microsoft® Business Productivity Online Suite, a set of hosted messaging and collaboration services that includes Microsoft® Exchange Online, Microsoft® Office SharePoint® Online, Microsoft® Office Live Meeting and Microsoft® Office Communications Online. These are the same applications you already use—the only difference is that they are hosted in the cloud.
- **Infrastructure Outsourcing** gives you a cost-effective way to manage many different aspects of your infrastructure, whether you need to transform it or manage everyday operations. With flexible service models and pricing structures, you'll be able to get the right solution for your specific needs, and at the right cost.

## Get mission-critical applications online faster

For many organizations, one of the most compelling arguments for outsourcing is the ability to get critical applications running faster than ever before. For instance, **Avanade Services for BPOS** and **Avanade Online Services**—both examples of hosted suites of Microsoft applications—are ready to use as soon as you sign up. We handle everything from hosting the programs and your data to performing system maintenance. And when it comes to outsourcing applications and infrastructure, you can rely on our expertise, best practices and the fact that we've completed thousands of implementations around the world. And that means we know how to get you up and running—quickly and affordably.

### Lower IT costs

Did you know that application management alone can eat up to two-thirds of an IT budget? That's why outsourcing the management of your applications or infrastructure is a great choice; a long-term service level-based agreement can dramatically reduce day-to-day operational expenses and make IT costs more predictable. Similarly, when you choose hosted productivity or line-of-business applications, you won't have to make the capital investments of initial purchase, management and upgrades.

We offer flexible pricing models along with many different hosting options and deployment choices, so you'll be able to customize the solution for your needs and budget. This includes the option to incorporate as much or as little enhancement and upgrade work as you wish.

### More efficient operations

With Avanade Outsourcing, you'll be able to squeeze more out of your existing applications and get better productivity, agility and efficiency throughout the organization. We can provide an established methodology and committed capabilities to achieve the best level of application support for your business. Plus you'll benefit from monitoring tools that can help increase performance and reduce downtime.

Our in-depth knowledge and extensive experience with Microsoft technology products and platforms makes Avanade the most qualified provider in the market. And because we combine these strengths with a knowledge of your particular configuration, we can help you optimize your IT environment. In addition, our outsourcing services don't just look at where you are now. Instead, we also look at where you want to go. As a result, your operations will be more efficient today and tomorrow.

### End-to-end capabilities and expertise

Avanade outsourcing services can provide the technology you need, from world-class data-centers, automatic software upgrade rollouts and support to Microsoft applications and programs. Through it all, you'll get the added value of Avanade intellectual property, proven best practices and a deep knowledge of your particular IT infrastructure. For application and infrastructure management, we use state-of-the-art repository tools that document and retail all the information necessary to support you. And because these tools and processes are used consistently across our Global Delivery Network, we have the flexibility to provide services from a variety of locations to meet customer demand and requirements.

### Insight

- Each Avanade solution reflects the collective experience of our global network of consultants, real-world feedback from customers and collaboration with our partners—Accenture and Microsoft.
- Our unique connections to Accenture and Microsoft provide a powerful combination of business, industry and technology insights that will help you realize business success.

### Innovations

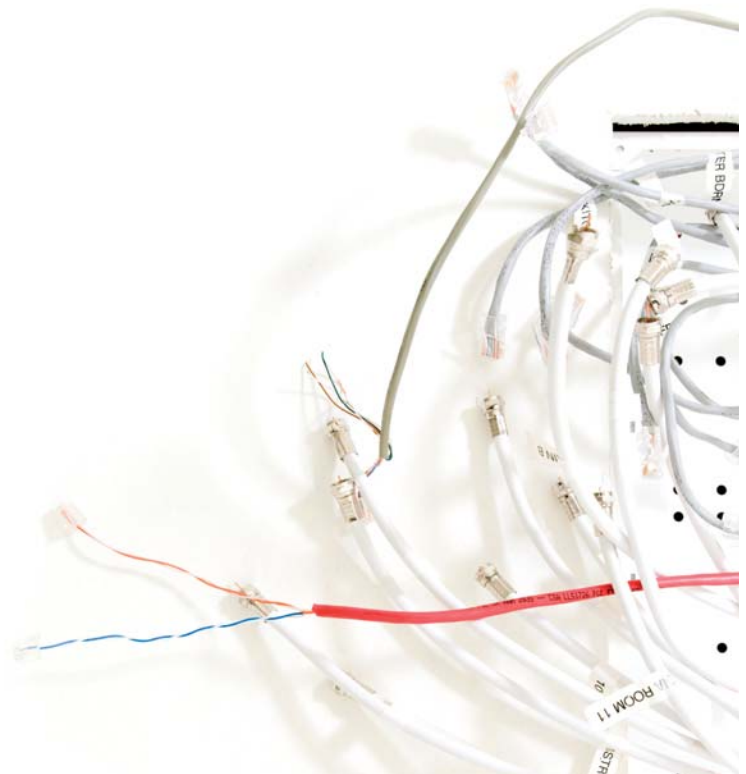
- Avanade assets and re-usable delivery tools, such as Avanade Connected Architectures® and Avanade Connected Methods, help reduce risk, fast-track deployment and cut costs.
- By enabling customers to evolve and adopt new game-changing technologies—like virtualization, cloud computing and Software as a Service—our solutions optimize IT environments with a view to the future.

### Expertise

- Our consultants hold one of the highest concentrations of Microsoft expertise in the world, maintaining the most Microsoft certifications per employee than anyone else in the marketplace.
- Our expertise spans the entire Microsoft platform, allowing us to deliver comprehensive solutions that benefit your IT department, business divisions and workforce.
- Our global delivery network links onshore, offshore and nearshore capabilities, providing the right skills, at the right cost, in the right location.

## Results Realized

Avanade provides business technology services that connect insight, innovation and expertise in Microsoft® technologies to help you realize results.



# Avanade services help you improve your IT efficiency and performance while reducing costs. Our services extend the value of Microsoft products and are tailored to meet your specific needs.

## Application Development

Derive the most value from mission-critical applications by partnering with our Microsoft® .NET technology experts to rapidly and cost-effectively develop new, extensible applications, using the .NET Framework. Gain a competitive advantage in the market by connecting disparate systems and processes with a unifying architecture, reducing costs while increasing functionality, transparency, efficiency and agility.

## Customer Relationship Management

Built on Microsoft Dynamics® CRM, Avanade CRM services can be hosted or on premise and offer an integrated, comprehensive view into customer behavior that helps you deliver better customer service, improve sales and strengthen vital business relationships.

## Enterprise Resource Planning

Avanade ERP services are built on Microsoft Dynamics® AX, and integrate with your heterogeneous IT environment to connect partners, customers, and employees. With fully-tested, preassembled code and industry-specific services, you'll get more value out of your ERP project faster and more cost-effectively.

## Information Management and Collaboration

Uncover the strategic advantages contained in your company data and help your employees access and share that information more efficiently. Improve your productivity with web-based content and document management. Cost-effective, easily integrated and scalable, our Information Management and Collaboration services help you turn data into action with insight into your customers, supply chain, operations, financial health and more.

## Outsourcing

Lower the total cost of ownership by contracting Avanade to manage your Microsoft applications and infrastructure under a service level-based agreement. Avanade Outsourcing also includes a range of cloud-based services in which you pay only for the services you use. You'll get the same applications you're already using, but at a fraction of the cost.

## Technology Infrastructure

Avanade Technology Infrastructure services help create dynamic infrastructures that are efficient, scalable and extremely flexible. From the datacenter to the desktop, our services are designed to help you unleash new levels of performance, at lower cost.



### About Avanade

Avanade provides business technology services that connect insight, innovation and expertise in Microsoft® technologies to help customers realize results. Avanade's services and solutions help improve performance, productivity and sales for organizations in all industries. The company applies Microsoft expertise from its global network of consultants, drawing on the right mix of onshore, offshore and nearshore skills, which together are designed to help deliver results faster, at lower cost and with less risk. Avanade, which is majority owned by Accenture, was founded in 2000 by Accenture and Microsoft Corporation and serves customers in more than 20 countries worldwide with 9,700 professionals. Additional information can be found at [www.avanade.com](http://www.avanade.com).

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