

Fact Sheet

Avanade's Application Management Competence Center (AMCC) ensures continuity of operational Microsoft ERP-environments.

By aligning their ERP platform to their strategic business objectives, AMCC customers can respond quickly to emerging trends, market opportunities, changing markets or specific customer requests.

The aim of Avanade ERP-projects is always to realize an optimization of the customer's business processes by implementing a Microsoft Dynamics™ AX solution. Once the ERP application is fully operational and the customer is self-sufficient in using the system, further support of, and improvements to the system can be realized by our in-house support organization, the Application Management Competence Centre. In other words, we assist our customers in meeting tomorrow's business demands by letting their Microsoft Dynamics AX system evolve with their organization.

Avanade's AMCC: continuity, transparency and efficiency

Our Application Management Competence Center is a professional and specialized service partner for the maintenance and support of implemented Microsoft Dynamics AX applications and their accompanying IT infrastructure. The AMCC ensures the continuity of operational ERP environments by delivering a comprehensive array of preventative (monitoring, tuning...), curative (operational problem solving, helpdesk...) and evolutive (application development of enhancements or adaptations) support services.

Avanade's AMCC is organized as a separate department to be able to handle the different dynamics and skills required in an operational environment as efficiently as possible. The AMCC foresees in a 3-level tariff structure: guaranteed, planned and peak and we appoint specific resources to specific customers to ensure customers always have the same professionals available to them. This way, the AMCC service people get to know the customer organization inside and out. As a result, budgets are kept to a minimum.

A successful cooperation

"In our international market place we have to respond quickly to opportunities, emerging trends or specific customer requests. Our Microsoft Dynamics AX system and the support of the AMCC provide us that flexibility. This way we succeed in delivering quality and excellent service to our customers around the world. Such a cooperation with Avanade's AMCC is only possible thanks to their understanding of our business. By now, we know what to expect from them. Throughout the years we built up a strong relationship based on mutual trust."

— Jo Van Hoorde
ICT Manager, Latexco

"We help our customers to stay at the forefront of their industry. We make sure their ERP platforms support the evolution of their companies and we assist them in meeting the ever-changing customer and market demands, short as well as long term. Based on an audit, we work out a long-term maintenance and support plan that emphasizes on the core issues of the customer's Microsoft Dynamics AX application. Customers can check the status of their budget and KPI's online at any time via an advanced web tool that manages our projects, timesheets, budgets, documentation, invoices as well as incidents and configuration. This creates a transparency and a basis for a professional cooperation and gives customers a hands-on control" says Gert Decock, Application Management Lead.

Application management

Application management is typically managed as program management, having a combination of both projects (large or small) and activities.

- Strategy program: strategic and architectural alignment with the customer.
- Enhancement program: adaptive modifications of applications and infrastructure, typically projects.
- Software operations: continuous curative, preventative and quality (documentation) related activities.
- Infrastructure operations: continuous curative, preventative and quality (documentation) related activities.

Infrastructure management

On the level of infrastructure management the following services can be delivered by our AMCC: housing facilities, backup and restore services and operating system, active directory and network services.

"Starting from a checklist, based on ITIL© (IT Infrastructure Library) standards, of all activities to be executed in an operational IT environment and depending on the customer's capabilities and priorities, we agree on a budget to complete a number of ERP enhancements and extensions. Certain projects will be executed by the customer himself, other projects are outsourced to our Avanade AMCC department. Once this budget is finalized, the availability of AMCC resources for the customer is guaranteed. Also, specific operating procedures will be made, depending on the service levels agreed" explains Gert Decock.



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