# Application Managed Services

# Open doors to new opportunities

## Innovation that unlocks the business value

The expectation on your teams has never been higher: deliver innovative applications that change the way work gets done, without high capital investment. Avanade provides the right mix of options for on-going support, maintenance, upgrades and customization. This allows us to manage your application against a business-centric Service Level Agreement designed to deliver innovation at a lower cost

## Examine the benefits

- Accelerate your ability to innovate through unparalleled access to next generation Microsoft technology and global industry insights
- Get the right skills at the right cost and in the right location through a global delivery network that links onsite, onshore, offshore and nearshore capabilities
- Future proof your business through deep expertise across user experience design, digital marketing, cloud technologies, CRM, .NET application development, business intelligence, collaboration and ERP
- Customize the Microsoft solution for your needs and budget with flexible pricing and delivery models
- On premises, cloud and hybrid delivery models that provide the choice and flexibility to adapt to change as your business needs evolve

## avanade®
### Results Realized

**From Accenture and Microsoft**

## Drive real business value

Today's applications must be securely integrated in real-time with disparate data sources. They need to exchange data with other systems on public cloud, private cloud, traditional systems and other third-party ecosystems in a world of hybrid technology. And they must be capable of running on touch devices of all shapes and sizes so that people can perform business tasks on the go. That's where Avanade can help.

Avanade can design, build and run your Microsoft application platforms, including Dynamics CRM and AX, SharePoint, SQL Server and custom .NET applications. As the global partner of choice for the Windows Azure™ Platform we can build or migrate your application to the cloud so you can accelerate the time to results and minimize cost, but we can just as easily remotely manage it on your premises. In today's hybrid world we know how important choice of deployment is and we have the experience to meet that integration challenge through the life cycle of your application.

## Add flexibility, lower costs

One of the greatest benefits of partnering with Avanade to manage your applications comes from the ability to achieve your goals in the most cost-effective manner possible. You get the level of service you need with predictable costs. In addition, our disciplined approach ensures that you always have control over your IT projects. We conduct a complimentary scoping exercise to determine what savings and improved service levels you can expect to see. Then, we commit to those numbers under a service level agreement. The result is better service at predictable costs. With Avanade managing your applications, you get exceptional flexibility when it comes to structuring your service arrangement. Do you want 24/7 coverage on a worldwide basis? Do you need a variety of service level options? Perhaps you'd like to add support for additional applications so that you have a seamless support environment. No matter what your specific needs, we can tailor our services to fit your budget. And rest assured, at Avanade we focus on providing a smooth transition so you'll experience little to no business disruption or risk.

## Take a look at the numbers

Are you wondering just what kind of benefits you'll see from partnering with Avanade for the management of your applications? Based on our experience, managed services can provide significant savings for most organizations. These are the types of numbers we typically see:

- Total application ownership cost reductions of 20% to 50%, primarily from slashing maintenance spending.
- Application development productivity increases of 30% to 50%.
- Support productivity increases of 30% to 50%.
- Reliable delivery of 90% or more on-time and on-budget.

In addition, Avanade is uniquely positioned to help you save when it comes to delivery. All our application management teams use state-of-the-art knowledge repository tools to document and retain your application support data. And because these tools and processes are used consistently across our Global Delivery Network (a mix of Avanade delivery locations), we can offer you better economies of scale.

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