

Application Support

Access to specialist expertise for application support.

With current IT applications so complex, maintaining high levels of reliability and efficiency requires advanced technical know-how. But for most businesses, having this specialist resource in-house is simply not feasible. This issue has four aspects:

- Knowledge. Limited in-house capabilities mean you are unable to gain the required in-depth knowledge.
- Cost. The complexity of applications can mean that having the right support resource and test-bed infrastructure in-house is simply too costly.
- Time. Bespoke applications require time-consuming knowledge transfer from the development team to the support personnel. Specialised understanding is a must and can't be limited to a single person.
- Complexity. Multiple shrink wrapped and bespoke applications require professional expertise.

Yet no organisation can afford to do without such a resource. Now that most daily operations are heavily dependent on advanced IT applications, expert support is essential to survival and success.

Impact of failure to Act

Try to get by without specialist help and you're lurching from crisis to crisis, using up valuable time fire-fighting ineffectively. But that's by no means the worst case scenario.

- Lack of, or untrained key staff result in lost productivity due to extended downtime or faulty functionality.
- Single points of failure occur where resource is limited.
- Insufficient testing of applications prior to release to production results in lost productivity.
- Key staff are pulled away from core business tasks to deal with application issues, leading to escalating costs and falling output.
- Application vendors and development teams are not transferring essential knowledge, so the business critical applications do not get vital support.

Business Requirement

Every organisation needs an expert support resource that:

- Gives you access to a team of highly skilled software specialists who will work with application vendors to maintain and increase knowledge.
- Will diminish application failure and downtime by ensuring sufficient resource and specialist knowledge is always on tap.
- Can minimise your investment in background activities while maximising reliability, availability and functionality of applications.
- Manages your vendor relationships and delivers up to date training programmes to keep expertise right up to date.

The Capita Application Support Solution

Capita Managed IT Solutions makes it cost effective to draft in the expert support you need to sustain even the most complex applications. Our solution covers every element and is tailored to your requirements:

- Shared or dedicated support personnel available for telephone, remote or onsite services.
- Managed development and support teams. Supporting infrastructures and test procedures. Change and release management.
- In-house or third party support and development teams. Best Practice development, testing and release principles coupled with ITIL standard service and support infrastructure.
- Managed vendor relationships and partner status. Maintained training programmes and accreditations.

Benefits of the Capita Application Support Solution

We deliver: the people, the accessibility, the affordability, the expertise, the confidence...and above all, the difference to your organisation. Benefit from:

- Improved availability through a skilled support team with specific client knowledge.
- A larger support team to eliminate single points of failure, while increasing overall knowledge availability.
- Immediate supportability, because we partner with vendors and ensure the support team is fully trained during application development.
- Demonstrable Value for Money by reducing your investment in training, support resources and non-production infrastructure.

"It is vital that DVA can determine if an incident is related to an application bug, and ensure it is quickly tested and a solution determined. Access to Application Support specialists, Test and Development resources is critical to the timely resolution of problems and enables DVA to concentrate on it's core business. It is reassuring to have the Capita Application Support team available to address these issues in a timely fashion".

Sandra Grieve, Contracts Manager, DVA.

