



DO MORE WITH LESS

Benefits of Remote, Secure Managed Services Support

Doing more with less has become an increasingly important need for most businesses in light of the impact that the COVID-19 pandemic has left on the global economy and workforce. Business leaders and IT decision makers are now tasked with maximizing the tools and applications already at their disposal, in order to minimize impact and maintain ROI.

The benefits of partnering with a Managed Services Provider (MSP) during an economic downturn cannot be understated. Utilizing an MSP can reduce business risk and improve the productivity of your environment – all while keeping costs down. Whether your company is looking for support around Application Managed Services or Infrastructure & Database Managed Services, working with an MSP allows you to access a variety of resources and skilled personnel, who can act as an extension of your team. Instead of struggling to meet increased demand with a smaller workforce, an MSP could help fill any gaps with experts who know your technology inside and out.

Secure Support – from Anywhere

Remote work may be a new reality for many businesses and industry sectors, however in the IT space, it's been well-tested and relied upon for years. Here at Apps Associates, managing projects remotely without a team onsite, is business as usual for us. [50%+ of our client base](#) typically operates off of a remote model and has seen great success over the past two decades. We're ready to help you make that seamless transition too.

We'll support your tech environment, and we're experts in change management as well. Whether it's IT, supply chain, finance, HR, business intelligence or sales, our seasoned experts can help multiple departments with day-to-day operational support. We act as an extension of your team and use a cost-effective global staffing model to maximize your ROI. We'll help fill any gaps during this period of uncertainty, so you can focus on more critical issues and long-term business goals. Through remote collaboration via tools like Skype, Zoom, and Slack, our experts are well-equipped to set up your Managed Services program for success, even when they're not onsite.

Our Approach

We recognize that for many clients, they're accustomed to working in-person and remote work can seem like a challenge, especially for complex, multi-tiered projects. Our experts are well-versed in supporting projects and clients from afar and will set you up for success through our Remote Collaboration Workshop, before even beginning the project itself.

Support and Maintenance

Handling issues, inquiries, maintenance and tasks that can be performed more effectively by an external agent.

Goal: Limit cost while avoiding business disruption.

System Enhancements

Improve system capabilities and operational efficiency.

Goal: Enhance the system to improve capabilities and operational processes.

Advisory Services

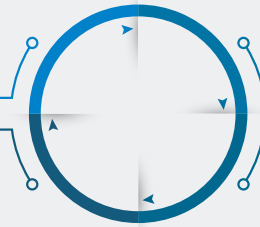
Define a system strategy roadmap and plan to execute.

Goal: Maximize your technology footprint to improve business performance.

Release Management

Planning, analysis, and testing of Oracle releases.

Goal: Maximize efficiency.



Application Managed Services

When it comes to supporting applications, we understand that not every client requires the same amount of support to reduce costs and minimize risk. We tailor our approach to your needs, including working remotely. 92% of our AMS engagements were successfully supported remotely prior to the [COVID-19 outbreak](#) – and that number has risen to 100%. Our team of experts will provide tried and tested solutions for:



Consulting, Support
& Maintenance



Licensing
Support



Release
Management



Advisory
Services



System
Enhancements

[WatchDog]

On Demand
Diagnostics with
[Watchdog Diagnostics](#)

Infrastructure & Database Managed Services

In managing your entire IT infrastructure, from server maintenance to database organization, your IT team is most likely spending the majority of their time simply keeping things up and running. With today's remote and possibly smaller workforce, they need time back in their day to focus on areas of long-term value instead of immediate fixes. In partnering with Apps Associates, you'll have more resources to focus on your bottom line. Our 875+ Oracle experts can help with enterprise application administration, hosted services, fusion middleware administration, BI applications management, remote infrastructure management and more.

With 100% of our IMS projects traditionally done remotely, our team is ready to help you make the transition from on-prem to remote work. All of our experts are equipped with home wireless internet services that include WPA2 security, so you can be confident your data is in good hands. Our team of IMS experts can support:



Support &
Maintenance



Licensing
Support



Cloud Managed
Services



Data-Driven
Diagnostics



System
Enhancements

[SmartDog]

On Demand
Diagnostics with
[SmartDog Diagnostics](#)

Your Remote Projects are in Experienced Hands

In partnering with Apps Associates, you get the breadth of knowledge and expertise that comes from supporting multiple customer environments across many verticals. If an issue arises, there is a good chance our experts have seen and come up with a resolution for it before. Benefits include:

- ✓ Flexible resource and delivery models
- ✓ Global coverage
- ✓ Expertise across application footprint
- ✓ Assurance that operations running at peak efficiency
- ✓ Tech support for Oracle GTM
- ✓ Faster resolution of issues
- ✓ Predictability for your application performance
- ✓ Increased availability of business systems
- ✓ Secure operations with independent SSAE Type II report

Ready to learn more? Visit us online [here](#), or call +1.855.466.5066.

Our Strategic Partners:



ORACLE | Partner



About Apps Associates

Apps Associates is an enterprise application services leader with a customer-first focus.

Apps Associates has more than two decades of experience helping organizations innovate through digital transformation initiatives. Customers such as Brooks Automation, Hologic Inc., Edwards Vacuum, and Take Two Interactive Software turn to Apps Associates for strategic counsel, system integration and the services required to solve their most complex business challenges - utilizing experience in analytics, application modernization, process automation, digital systems, technology and operations.

To learn more about how Apps Associates can help you align your business with the right technology, visit: www.appsassociates.com, or follow Apps Associates on social media on [Twitter](#) and [LinkedIn](#).

