



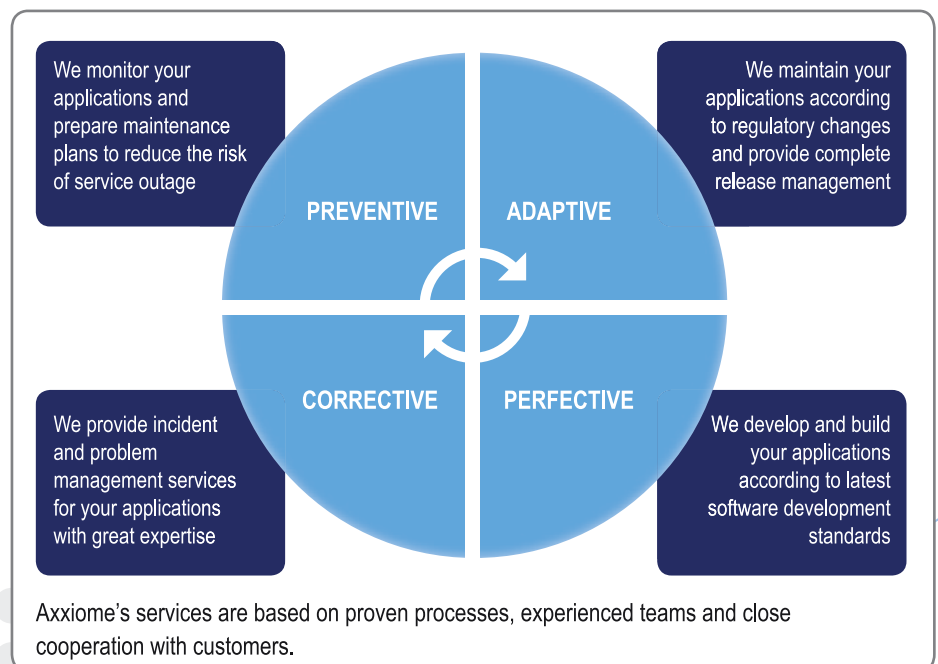
Application Management Services: Flexible delivery and technology support services

Axxiome provides complete management of the technology aspects of business applications so that you can focus on business process effectiveness

OVERVIEW

Axxiome's Application Management Services (AMS) offer a wide range of activities to support SAP applications. These activities cover the full application lifecycle and can be categorized into four groups:

- Adaptive - modifying the system to cope with changes in the software environment
- Perfective - implementing new or changed user requirements which concern functional enhancements to the software
- Corrective - fixing reported errors
- Preventive - increasing software maintainability and reliability to prevent problems in the future



APPLICATION MANAGEMENT SERVICES IN DETAIL

		CUSTOMER	AXXIOME
Application Development	1 Defining requirements	<ul style="list-style-type: none"> • Definition of functional requirements 	
	2 Functional design	<ul style="list-style-type: none"> • Adoption of functional requirements 	<ul style="list-style-type: none"> • Process consulting
	3 Technical design	<ul style="list-style-type: none"> • Software development guidelines (if available) 	<ul style="list-style-type: none"> • Adoption of functional requirements into technical solution
	4 Software development (build)		<ul style="list-style-type: none"> • Software development
	5 Test management	<ul style="list-style-type: none"> • Provisioning of test data • Provisioning of test user • Testing 	<ul style="list-style-type: none"> • Preparation/provisioning of test system • Copy of test data • Management of technical test scenarios
Application Support	6 Functional support	<ul style="list-style-type: none"> • 1st and 2nd level support 	
	7 Technical support	<ul style="list-style-type: none"> • 1st level support 	<ul style="list-style-type: none"> • 2nd level support • Incident/problem management • Monitoring running systems
Application Maintenance	8 Functional bug-fixing	<ul style="list-style-type: none"> • Reporting and fixing of functional bugs 	<ul style="list-style-type: none"> • Patch management
	9 Technical bug-fixing		<ul style="list-style-type: none"> • Fixing of technical bugs • Patch management
	10 Release management		<ul style="list-style-type: none"> • Provisioning of release plan • Building release

Axxiome's services are provided using Axxiome's own flexible delivery model. Support services demanding special expertise can be transferred from nearshore to offshore, to cover all time zones, and optimize cost structure. Axxiome has built technology hubs in Wroclaw and Buenos Aires to high security and business continuity standards. Tasks requiring intense and direct contact are delivered onsite.

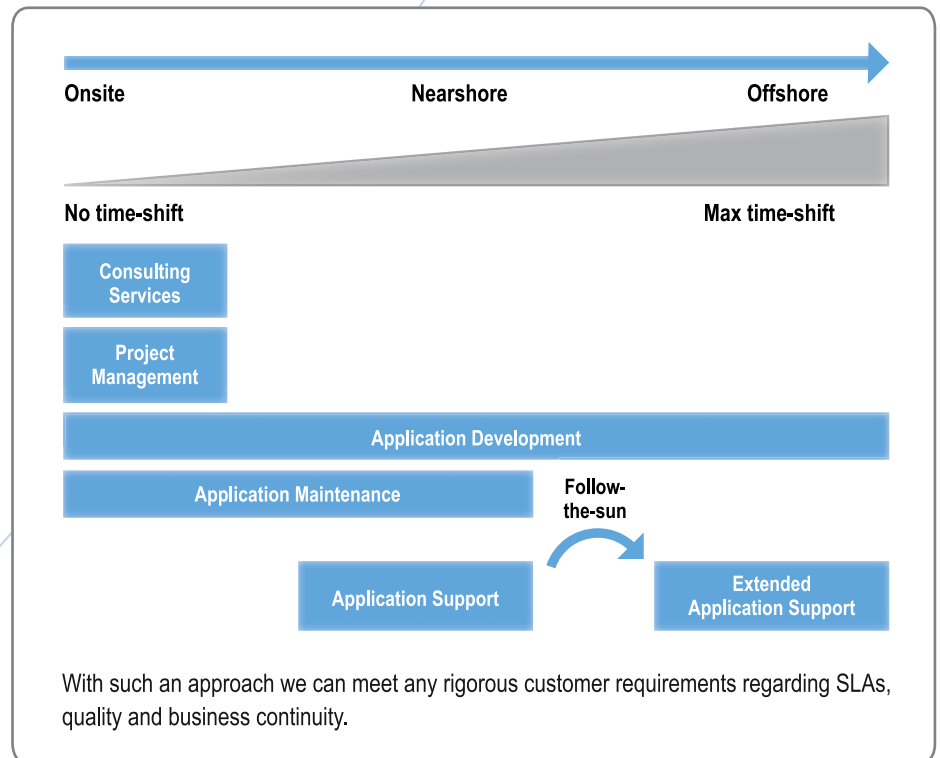
APPLICATION MAINTENANCE

Axxiome application maintenance targets the continuous improvement of customer's applications and keeps them up-to-date with regulatory requirements and functional demands.

Application maintenance consists of several principle tasks:

- Change and Release Management
 - Building a release plan
 - Handling of major changes according to the release plan
 - Classifying and tracking of bugs and categorizing bug-fixes into standard and emergency releases
- Error handling
 - Understanding users at a business level and acting as a technical point of contact to re-enable the service
 - Bug-fixing and minor changes
 - Tracking and reporting outages or service disruptions for further investigation and improvement
- System monitoring of:
 - End-of-day and batch processes
 - Early identification of potential problems
 - Performance
- Service requests
 - User management
 - Transport management
 - Service restarts and batch job execution
 - Configuration changes

DELIVERY MODELS



APPLICATION DEVELOPMENT

Axxiome consultants, developers and architects take responsibility for the application design and all development-related tasks, and advise and assist your business when integrating standard software and individual solutions.

Axxiome Group has a very strong international software development team with experienced development resources. Our chief developers continually review and provide quality assurance for the designs and applications code.

Onsite development

Axxiome's advisors and software developers carry out all functional and technical development activities onsite at the project location.

Nearshore development in Eastern Europe and Latin America

Once the application reaches a certain stage, the development is transferred to one of Axxiome's nearshore development sites, determined by the proximity to the customer location. The nearshore team maintains contact with the onsite team to ensure seamless communication and development.



AXXIOME EXPERTISE

Axxiome has extensive experience helping customers from the financial services sector maintain and develop their systems:

- For over 10 years Axxiome has helped a leading software provider in the German health insurance market develop, implement and maintain SAP based solutions. This was the first project where services were provided by the technology hub in Wroclaw. The nearshore model perfectly matched the customer's requirements, and provided a flexible solution with cost savings.
- A major German bank required Axxiome to implement the SAP for Banking portfolio for deposit products. At the technology hub in Wroclaw major components of all the enhancement and enterprise services were developed. Axxiome is still part of the bank's support organization, and also played a role in the successful implementation of the project, providing expertise in the SAP Deposits Management application and SAP Business Partner areas.
- Axxiome's flexible sourcing model helped build a trusted relationship with a large organization in the United Kingdom, leading to a successful implementation of the SAP for Banking portfolio. Through both technology hubs in Wroclaw and Buenos Aires all of their productive systems are supported, and areas of potential improvement continuously monitored.

BUSINESS VALUE

- Axxiome's Application Management Services continuously improve your applications
- Your IT department can leverage our expertise in SAP applications and deep understanding of the financial sector to:
 - Significantly reduce maintenance costs
 - Lower risks and increase predictability
 - Ensure the timely release of programs and enhancements
- Flexible delivery models allow for the adoption of services to complement varying business scenarios
- Axxiome uses well-proven tools and methods for communication, call tracking and reporting of incidents and problems
- Application knowledge is shared between development, maintenance and support teams, ensuring the easy transition from development and implementation into support

ABOUT AXXIOME

Axxiome is a global solutions provider for the financial services industry with operations in Europe, North America, Latin American, and Asia Pacific. Axxiome excels in linking legacy banking platforms with modern solutions and is considered a leader in banking and insurance transformation projects across the globe. Axxiome's professional consultants are experienced in technical and advisory services and bring innovation and knowledge to customer projects.

Axxiome offers an Advanced Banking Platform that follows industry best practices and delivers pre-engineered and rapidly deployable end-to-end banking solutions to customers, which minimizes the impact and interruption to operations and business processes.

To learn more about Axxiome and the complete suite of offerings and services, visit www.axxiome.com

