Application Management & Support Services (AMS)

Our AMS business focuses on delivering business value by lowering the cost of operations through increased efficiency, flexible commercial & execution models, and service management based on ITIL frameworks.

We take a business outcome approach to AMS

- Service ticket reduction and cost savings through automation
- IT processes transformation to save on operating costs
- IT SLAs aligned to business process outcomes
- “Keep the lights on” by providing high quality, differentiated services
- Enhanced visibility in service delivery with transparent engagement models
- Transition existing AMS services or build new AMS capability

Application Management & Support Services (AMS) benefits to clients

ThoughtFocus brings manufacturing industry knowledge and applies a holistic approach by understanding business requirements and their impact on IT SLAs. ITIL frameworks, enhanced through our experience, complement methodologies for streamlining transition and minimizing business disruption. Customers determine the right level of control with complete transparency to operations. We typically achieve a 15%-25% cost reduction in support costs without compromising quality.

Production Support

- User support
- Hot fixes
- Application monitoring
- 24x7 incident management
- Problem management
- Configuration management

Maintenance

- Application Support
- Minor enhancements
- Database administration
- Release management
- Regulatory support

For more information contact sales@thoughtfocus.com
Examples of Our Work

AMS with a Hybrid Captive Model

Overview
Blackstone, a leading private equity firm, wanted greater control of its outsourced software engineering and business process management resources, without the complexity and cost of a captive. Blackstone also wanted to reduce its vendor relationships and gain more visibility into operations. ThoughtFocus implemented a fully contained facility in India, providing full transparency to all aspects of the operation including budgets.

Benefits
- Rapid set-up and staffing for the facility, 90 days to set up and become operational
- Scalable model that has grown to over 300 employees
- Operating costs have been reduced by 25% compared to previous models

Solution Highlights
ThoughtFocus expanded outsourced services from QA to Software Engineering and Business process Engineering.
- Established a QA organization and expanded into application support services
- Extended services to include L2, L3 and infrastructure support
- Created a Hybrid Captive model that extends the Blackstone culture and organizational structure, while leveraging ThoughtFocus best practices

Application Maintenance

Overview
ThoughtFocus worked with J.J. Keller, a Safety & Compliance provider to the manufacturing industry, to modernize its legacy applications and provide maintenance. ThoughtFocus reduced the cost of maintaining and supporting these applications and provided skilled resources in key skills areas

Benefits
- Client resources freed up to concentrate on other high priority projects
- Tracked and reported metrics on a regular basis to provide complete transparency
- Reduced the total cost of ownership.
- Drove transformation of legacy systems

Solution Highlights
ThoughtFocus deployed a team trained on legacy technologies (Cobol, Biz talk and other technologies) to provide application support.
- Provided L2 and L3 support to free up client resources
- Recommended a solution to replace BizTalk server using .NET technology stack.
- Designed and implemented a solution using Micro Services architecture.

About ThoughtFocus

ThoughtFocus is a privately held technology and services company serving middle market to large enterprise clients in Professional Services, Manufacturing, Financial Services, Higher Education and Aerospace. Clients look to ThoughtFocus for innovative solutions in product engineering, knowledge process outsourcing, and digital transformation. The company has over 1,900 employees globally and is one of the fastest growing technology services companies. ThoughtFocus is a technology partner and portfolio investment company of Blackstone, a leading private equity firm.

ThoughtFocus has its US offices in New York City, Milwaukee, Atlanta, Dallas and Irvine with delivery centers in India at Bengaluru, Mysuru, Gurgaon, Hyderabad and in the Philippines at Baguio City.