

APPLICATION MANAGEMENT

Leave Application Management to Acando – an »insurance« for IT solutions in production:

- Access to a professional support for key users
- Work methods and tools that guarantee swift and effective case management
- Acando keeps up the knowledge about your IT solution to avoid personal dependence
- Efficient development of the system in separate projects
- Control over IT costs



Application Management

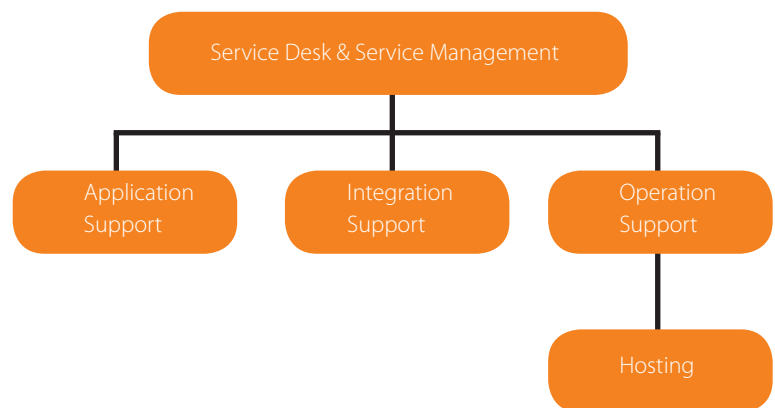
Application Management is the term Acando use for all offers we have regarding support, operation and maintenance of IT solutions. Acando supplies an expert organization that provides fast, professional support with the ability to adapt its level of service to the customer's business and its needs.

Our employees maintain a high level of knowledge and expertise regarding the IT solutions we support to ensure fast resolution of incidents and to take initiative for improvements. Scheduled maintenance and further development are conducted in goal-oriented projects. Thanks to Acando's structured work processes, Application Management gives you cost control and ensures that your IT solution is supported in a way that maximizes the business profit now and tomorrow.

You can choose to outsource all or just parts of Application Management to Acando which allows you to focus on your core business. Acando's processes for support and maintenance follows ITIL v3 (Information Technology Infrastructure Library).

In the area of Application Management Acando offers:

- › Service Management & Service Desk
- › Application Support
- › Integration Support
- › Operation Support
- › Hosting



Service Management & Service Desk

Acando Service Desk offers you effective processes, work methods, tools and reporting for support of your IT solution. Our methods for support and maintenance consist of processes according to ITIL's framework for ITSM (IT Service Management).

Besides offering advice and support regarding your IT solution, our Service Desk gives you:

- › A single point of contact for all tickets
- › The assurance that a high level of knowledge is maintained about you IT solution
- › Registration and follow up on all tickets in our case management system
- › Proactive suggestions to problems
- › Incident- and problem processes
- › Further development of your IT solution according to the business's needs.

REFERENCES

Acando is currently undertaking Application Management for businesses and organizations including manufacturing, transport, logistics and public sectors.

Application Support

Application Support guarantees that the right competence is available for professional support, maintenance and development of your application in regards to your needs.

Integration Support

Integration Support includes activities to monitor, support and maintain your integration platform. To avoid future problems we work proactively with improvements.

Operation Support

To secure high availability Acando Operations Support offers complete hosting, administration and surveillance of the system environment.

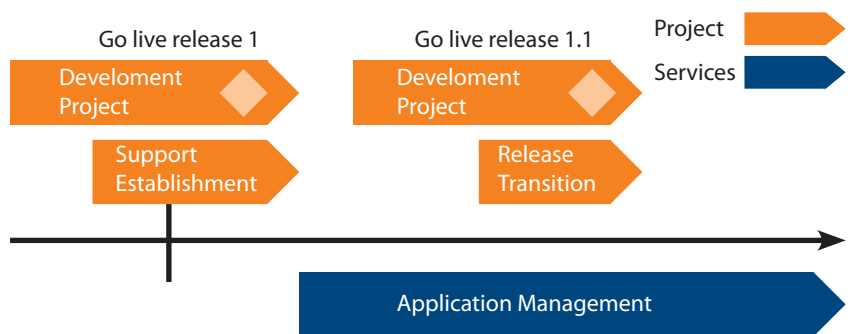
Hosting

Acando Hosting offers a hosted server and infrastructure landscape with full redundancy capabilities between two datacenters in the center of Stockholm.

Customers can choose to place own servers and infrastructure in the Acando hosting service or make use of the Acando Capacity On-Demand concept

Establishment project

The establishment project is to secure that we have all ITIL support processes in place, co-operation model with contact information, educated key users in the Acando case management tool as well as transferred the customer specific knowledge to the AM support organization.



FURTHER INFORMATION

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Acando is a consulting company that in partnership with its customers identifies and implements sustainable business improvements through information technology. Acando provides a balance between high customer value, short project times and low total cost. Acando has annual sales of about EUR 170 million and approximately 1,000 employees in five countries in Europe. The company is listed on the NASDAQ OMX Nordic exchange. Its company culture is based on the core values of **Team spirit, Passion and Results.** www.acando.se