

# APPLICATION SUPPORT SERVICES

## KEY BENEFITS

- Reduce total cost and increase product lifetime by on-time patches and fixes.
- Free up your internal team bandwidth thereby allowing them to focus on business critical applications.
- Improve customer user experience through rapid turnaround of support issues

## SUPPORT SERVICE TYPES

- Level-1: interaction to the application users and initial triage
- Level-2: analysis of change requests, fixes and its implementation
- Level-3: troubleshooting, design solutions for changes and fixes

## SERVICES PROVIDED

- End-to-end Production Support
- User Support
- Application of fixes and updates
- Implementation of changes and enhancements

## APPLICATIONS SUPPORTED

- Web applications
- Custom applications
- Enterprise applications

## TECHNOLOGIES SUPPORTED

- Oracle Fusion Middleware
- Java & J2E
- Microsoft .NET
- Databases

## Typical Application Management Challenges

To support successful business initiatives, many IT teams need to manage multiple, often heterogeneous, application environments and multiple functional and geographic business units with differing requirements.

However, insufficient resource management, inadequate monitoring and tracking tools, absence of comprehensive knowledge management or support models can make it very difficult to effectively manage business-critical applications in such an environment.

## Suneratech's Application Support Services

Suneratech Application Support Services uses its talent pool of skilled and certified engineers across level 1, level 2, level 3 support of applications, following industry best practices and strict adherence to ITIL V3 processes, and innovative tools to deliver end-to-end application support.

With Suneratech Application Support Services, you'll receive:

- **Tailored support packages:** We partner with you to define, develop and implement support solutions customized for your specific business needs, while also offering multiple delivery options (Talent OnDemand, SLA and milestone based delivery and more).
- **End-to-end support ownership:** Complete incident management lifecycle from proactive fault detection, incident resolution, timely communications and continuous improvement.

Application Support Services span across Level 1, Level 2 and Level 3 coverage as:

Level 1 with basic technical support. Primary function is to provide interactions to the application users to capture their concerns, record it in the ticketing system and categorize it for further analysis into issues or enhancements.

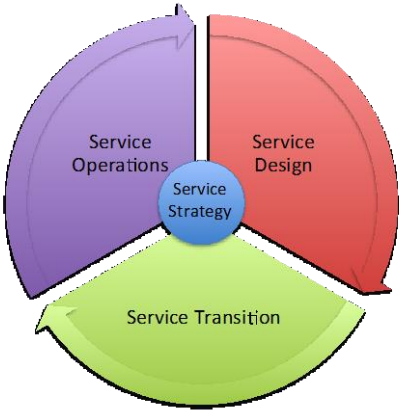
Level 2 with in-depth technical support. Primary functions include analysis of change requests & fixes, root-cause analysis, debugging, and implementation of low level fixes or changes.

Level 3 with advanced technical support. Primary functions include troubleshooting high priority tickets or tickets needing complex solution for fix or enhancement; design the solution for changes and fixes; and manage the implementation of those.

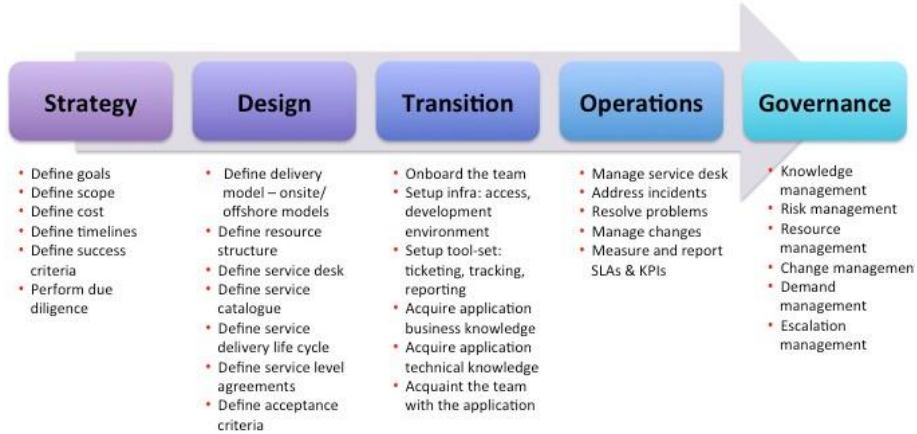
**Lifecycle of Application Support Services**

The Application Support Services is designed into 5-stages:

- Strategy
- Design
- Transition
- Operations
- Governance



Activities in each stage as performed are given below:



**Case Study**

**World Fuel Services**, a Fortune 500 company based in Miami, Florida, leader in the business of fuel products and services in aviation, marine and ground transportation, utilizes SuneraTech’s application support services covering Level-2 and Level-3 for its crucial Oracle SOA Applications totaling up to 38 applications.

The support included delivery of technical P1 to P4 Heat Tickets for managing ERP related software defects, data fixes, application response time and other application maintenance activities.

To get a customized, tailored application support package and quote, aligned to your business, please get in touch today:

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