

Reimagine technology to accelerate your business



Application Management Services

Technology managers are challenged to meet the needs of the organizations they support. Organizations are trying to break through the barriers that prevent them from moving quickly and staying ahead of the competition. The applications which companies rely on to run their business are costly to manage, and challenging to keep current with business needs.

Manage applications to support business objectives

Instead of being held back by technology, organizations need to focus on improving quality and driving down the cost associated with support. To modernize and innovate you have to look at the whole landscape. Take a strategic approach and partner with a high quality, low-cost, fast delivery, end-to-end provider who can manage your applications and reduce your support costs, while freeing up resources and dollars to be re-invested in core business priorities. It is an ongoing approach to optimize and innovate with critical initiatives such as:




- Core process optimization
- Business side alignment
- Portfolio health management
- Flexibility and scalability to adapt to changing business needs
- Continuous improvement and innovation

When the work is mission critical, you need a partner who treats your business as if it is their own. Ciber focuses on your business needs to create and deliver an outsourced-based model that helps you achieve your business goals.

We look at outsourcing differently. Ciber's application development and management strategy and delivery model achieves more than just service delivery for clients. We continually look at ways to transform IT services with a strong focus on the customer first. We know the outsourcing engagement that solves today's business problem needs to continually evolve to help address future business problems. Ciber offers services that put technology to work for strong business outcomes.

- Managed Services / Managed Capacity / Shared Services
- Application Modernization
- Portfolio Rationalization and Transformation
- Functional and Technical Application Management
- Infrastructure Services
- Service Desk
- Talent Transformation

Application Management Services - What you get with Ciber

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| Governance and Communication | Experienced People | Proven Methods | Frameworks and Accelerators | Tools | Proof of Results |

Get results that transform business

Real results from Ciber Application Management Services are proof of outcomes your organization could see with a Ciber partnership.

- Up to 40% overall cost reduction for application management
- Possible 30% to 40% reduction in production incidents
- Up to 90% improvement in application health
- Additional 15% to 20% improvement in freed resource capacity
- A 10% to 20% application portfolio reduction

Just as important, your organization can also realize the benefits of global delivery, an adaptable workforce, improved expertise and knowledge management, and a formalized approach to continuous improvement and innovation.

Partner with Application Management experts

Ciber's Application Management Services practice is an experienced team who knows the landscape and has led application management and transformation initiatives for numerous clients in multiple industries. Ciber can manage the whole application lifecycle, but can provide fit-for-purpose solutions. Recent success stories include:

- Fortune 50 Insurance Company
- Major Financial Services Firm
- Major Retail Firm
- Major Global Publisher – 50% reduction in application

- maintenance costs, implementation of continuous improvement and root cause analysis to resolve top ten incidents
- Large US Hospital Group – 40% reduction in production support incidents, 30% improvement in resource capacity
- Leading US Theme Park – increased application uptime by 39.5%,
- Reduced on-going maintenance costs by 25%
- Top 5 US Telco – 70% reduction for test execution time, order status call volume from down to 0.59% from 1.1 %

About Ciber

Founded in 1974, Ciber partners with organizations to develop technology strategies and solutions that deliver tangible business value. Ciber is an HTC Global Company. For more information, visit www.Ciber.com.