

When the world changes
you know who you can
count on



The challenge

Support business change with professional application management

Think about the way your company works. It's difficult to find any aspect of business that isn't run or managed by software applications. The more they help us work faster and more efficiently, the more we come to rely on them.

The benefits of business applications are vast. But we understand that you face challenges such as:

- **Complex IT** – the more applications you use, the more complex IT becomes: lots of software to install, debug, upgrade and so on
- **Increasing mistakes** – with each new application you increase the chance of errors occurring
- **Spiralling costs** – all applications need to be maintained. The more you have, the more money you spend on technical support and day-to-day administration. And whether you do this via contractors or in-house staff, the costs soon mount up
- **Untapped value** – making best use of the applications you have and what is available in the market.

Making changes becomes a major challenge too. Which is more of an issue in difficult economic times, when adjusting to changes in your markets, fast, is the key to survival and prosperity.

The solution

We want to make your life easier. Let you focus on the business activities that really matter. Not the nuts and bolts of managing your applications. But we don't see this simply as a tactical task. You need to maximize the value that each

application contributes to your business. So we look at your software landscape from a strategic rather than tactical standpoint.

We understand your applications are business critical. So it's essential that if you are outsourcing them to be managed by a partner, you feel secure that they're in safe hands. With a partner who uses proven processes and delivers quality services. Nothing short of first class will do.

We deliver your services in a way that is designed to give you the highest possible quality of service. One that ensures your business continuity needs are met, absolutely. And because the reliability of your applications is so important, your service is bound by a guaranteed service level agreement. So you'll have access to your applications when you need, where you need.

Any outsourcing service has to give you significant cost savings, just as it must allay risk. Which is why we design your service team by blending the precise skills you need, from the right locations – onshore, offshore or near shore. So you get an expert team, at the right price, at minimal risk to you.

In addition to managing your current portfolio, we can help you transform your applications landscape. How? By combining our management consulting, industry-specific, technology, service and training skills.

When it comes to application management, development, testing and implementation, we work to the most rigorous industrial standards. Our approach is to continuously add value to your applications through innovation – something we invest heavily in.

As for the way we deliver your service, it's governed by ITIL. And we make a point of continually reviewing best practice. So you can be assured of our commitment to you.

Why Logica?

We're leaders in this field, because of our breadth of experience. It gives you demonstrable benefits. Whether we're creating bespoke applications, managing your global rollout, or delivering a world-class ITIL-based application management service.

More importantly, our clients really trust us - and have done that for over 40 years. Because we understand the importance of delivering services on time, in budget and to the highest standards of quality.

We have a great deal of understanding for our clients too, because we have consultants in every country and specialists in almost every industry sector. So we work collaboratively, blending teams that have exactly the skills our clients need – in the right location, at the right price.



Complete application management

Working with us means you get a flexible partner, capable of moving quickly.

Less risk, because we're experts who do this everyday. And while we're known as innovators, our heads aren't in the clouds; we're pragmatists through and through.

Getting you where you need to be

What's important is that we first want to understand your challenges and priorities. Then we can create a tailored service that focuses on your specific needs. That could be anything from identifying cost savings to rationalising software overlap from company mergers.



Application management: the real life benefits

One of our clients needed help managing their critical applications – and at a much lower cost. By providing both expert in country and offshore help, we cut their costs by 25% within 12 months. Having tightened up the way we deliver technical support – and set up a remote monitoring facility - we moved 80% of the service offshore. The result? A dramatic cut in costs with no drop in service quality.

Application management is important to us. So we've created a great range of services to cover all your needs.

- Full service - design, build, operate
- Rationalization - reduce the number of applications you use
- Application porting, migration, reengineering – to help you get maximum value from your applications
- Modernizing your existing applications – so you extend the lifespan of your investments
- Application development – from design right through to installation
- Maintenance – application enrichment to technical support
- Delivery – of packaged applications like SAP, Oracle, Microsoft Dynamics and more. Including testing, rollouts and upgrades
- Engineering – develop additional software features to tailor a packaged application to your industry-specific needs.

- Testing – from setting up your testing strategy to managing all testing for you
- Service management – proactively monitor your services and help you avoid and resolve issues. Using ITIL best practice, so you get the highest possible quality of service.
- Training – help to get all users working with your applications as efficiently as possible. So you get maximum benefit from your software investment.

And that's not all. Why not take a look at our infrastructure management service? You'll get a more complete view of how all your IT is supporting your business.



Flexible service delivery is the name of the game

When it comes to delivering your applications, we know flexibility is vital.

We can deliver your service from centres that are 100% in your country, to 100% offshore – and anything in between. Our analytical frameworks and best practices help us to advise you on the optimum blend that's best suited to your business environment.

What's more, we ensure flexibility in cost and delivery. Not only do we reduce cost, but also TCO by breaking down fixed and variable elements of your cost. Allowing you to manage volume to reduce overall TCO. If that wasn't enough, we offer a host of global and local delivery models so you can choose the one best suited to you. Based on your business priorities.

That's great because you get to choose how much risk, cost and time you want to share with us. And we're happy to take it all on our shoulders. So you can get on with more important business.

Whatever you choose, rest assured we deliver tried and tested service that has benefitted some of the most complex organizations in the world. And it works brilliantly.

Our advice for you

Before you go head long into full outsourcing, we've got some advice for you:

- Your business doesn't operate in a vacuum – nor should your outsourcing partner. That's why it's best to choose someone that

understands the dynamics of the business challenges facing you, along with the ecosystem you operate in.

- Evaluate your potential partners carefully. Choose one that can provide a low cost solution day to day. Also one that has the local consulting, innovation, industry, geographical market and cultural skills and knowledge. This will help ensure you work together as a solid team through the business and IT change that will come. Make sure your IT organisation is mature enough to deal with the big changes that outsourcing will bring.
- Keep a capable team in house to work with your outsourcing partner(s)
- Calculate the financial benefits realistically – do the savings you'll make per head actually translate into a net gain for your business?
- Choose a partner with phenomenal management skills – they're difficult to come by. Fortunately we have more than our fair share.

By focusing only on technology, you're missing out on the full benefits of outsourcing. We have strength in people, processes and technology – and the glue that binds them together. Understanding the complexity of your business, allows us to work with you to overcome your business challenges with powerful IT. Uniting the best IT and business consulting talent from around the world assures you that your business is in capable hands. Plus, we also understand your people. Combining that with decades

of experience in successfully integrating transferred staff into our organization to foster longterm career paths.

Then there's also the matter of tools and processes. Essential elements of our industrialization strategy, we use this suite of in-house and licensed tools, along with industry norms like ITIL and best practices to deliver our services to you.

Partner with the best

It's only natural that you'd want assurance that we're experienced with all the main business software packages. We are. In fact, we've got very strong bonds with all the key players from SAP to Oracle and Microsoft. Today we look after everything from finance, logistics, human capital management, business intelligence, to CRM, SRM and enterprise content management.

Here's a little bit about our relationships with three important players.

- **SAP**
We're one of only few Global Service SAP partners. We have SAP practices in 18 countries, which amounts to 3,600 consultants and over 100,000 users worldwide.
- **Oracle**
We've developed and installed some of the largest Oracle-based applications in the world. Thanks to our large number of experts.
- **Microsoft**
If you're a big user of Microsoft applications, we're well placed to help maximize your investments. That's because we have over 10 years' experience and more certified professionals and Gold Partner competencies than almost any one else.

Test your applications in total confidence

Testing is a vital part of application management.

It provides a great opportunity to iron out any problems before company-wide roll out. Not to mention increasing user satisfaction.

We see testing as a really important, specialist skill; something that needs to be done all the way through the product's lifespan. So we've created a range of services that will help improve your testing capabilities. They include:

- Consultancy to improve the quality of your testing processes
- Training your in-house testers
- Assisting you with prof testers
- Giving you access to our managed testing service as and when you need it
- Choose a partner with phenomenal management skills – they're difficult to come by. Fortunately we have more than our fair share.

What's important is that you decide how much help you need. Progress the level of service you want, over time. Whatever choice you make, it's worth bearing in mind what our customers say. That we have dramatically improved the predictability of launching new applications. And reduced their total testing costs by 30%.

Choose Logica for innovation

We're not interested in innovation for innovation's sake. It has to bring real business advantages for our customers. Whether that's more profit, closer relationships with customers, or a strong advantage over the competition.

Our consultants' job is to turn your ideas into live services that really benefit you. Then we'll provide them in a way that gets them to users faster and reduces management time and costs. Whether that's virtualized delivery from multiple sites around the world, or something like SaaS.

How can we help you?

Working with us on testing has many advantages. Typically, we can help you:

- Stabilize any applications you are currently developing
- Reduce application's costs over its lifetime
- Shorten the time it takes you to release applications to users.



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