

# Application Support and Maintenance: Forget the SLA. Try i4's *Customer Focused Model!*



## Application Management Services (AMS)

Application Management Services (AMS) by i4 Marketplace LLC provides a highly-responsive, tailor-made strategy for the support of your IT Applications and Systems.

Our experience across multiple businesses and industries enables i4 Marketplace to provide best practices for your IT and Application Support and Maintenance. We can also work with you and your business to ensure that your IT strategy is aligned with your business plan. We leverage our comprehensive AMS Playbook and dedicated IT resources to increase efficiency, recover IT spend, and transition efforts from non-core activities to strategic priorities and business innovation.

Go beyond the **Fundamentals** and achieve the potential of a new **Mindset** and **Model** for Application Management Services

Enterprise applications are no longer merely tools to store data or streamline processes. They power your connection with customers, link your supply chain, enable your people to make better decisions, reduce friction and increase innovation across your operations. Those individual applications must therefore be managed together, holistically, in ways that drive value, agility and innovation. More than ever, business and technology become inseparable in today's conversations about application management services. Experience i4's new paradigm for AMS that focuses on the three key elements of support: 1) fundamentals of technology and communication, 2) mindset that applications are business critical and the support needs to meet all business objectives, 3) a model that enables the parties to work effectively together to provide a world-class experience for users and people behind the scenes responsible for daily operations.

i4 Marketplace helps evolve your technology foundation into an intelligent engine of innovation, automation, agility, and sustained business outcomes.

Sharp **fundamentals** transform your technology from the ground up.

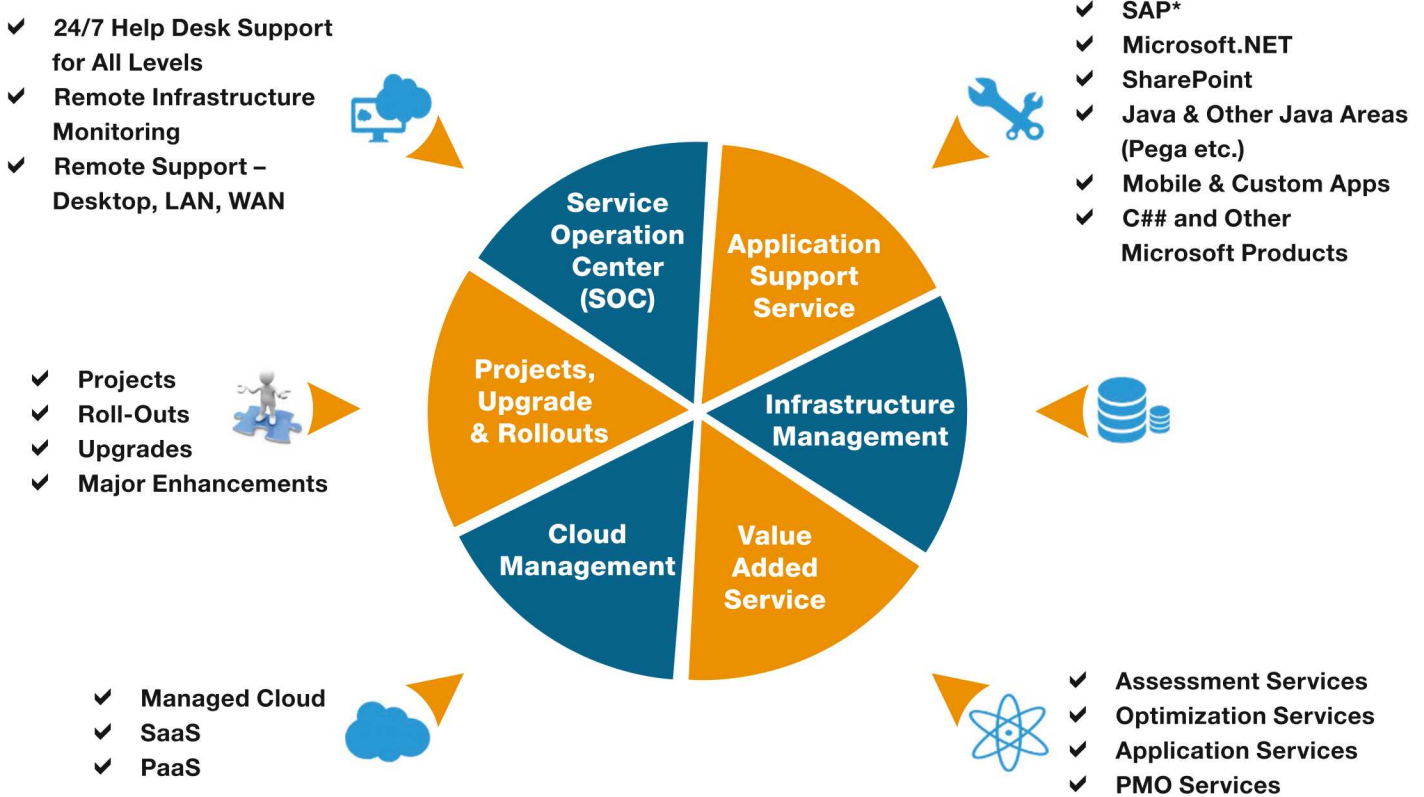
A revolutionary **mindset** that applications should generate value beyond IT.

An integrated **model** that sees the whole solution as more than an application.



# i4 Marketplace

## Managed Service Portfolio



*\*SAP Support Areas - SAP ECC, S/4HANA, CRM, HCM/SuccessFactors, BI/BOBJ/ Analytics, Mobility/Fiori, HANA, C/4HANA (fka Hybris), SCM/SRM/Ariba, SAP CAR*

- One Stop Shop for End-to-End Solutions
- Mature Delivery Excellence Program
- Dedicated Managed Services Consultants
- Global Managed Services Customers
- Global and Flexible Delivery Model
- US/India Delivery Center

**Our Flexible Support Models**

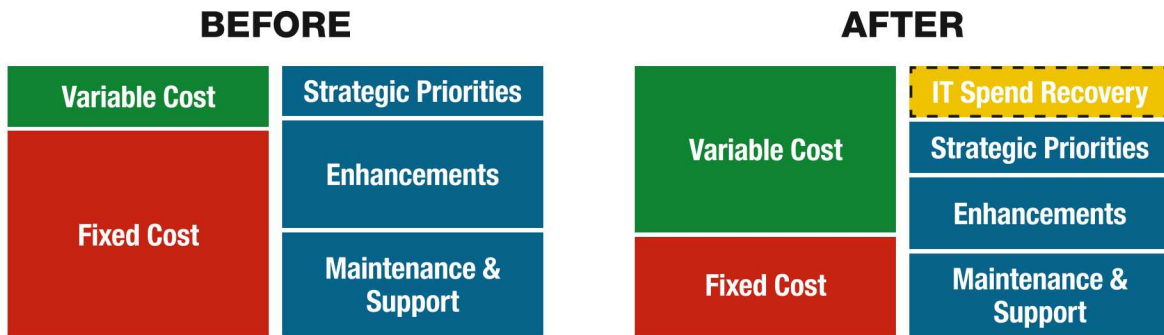
- Named & Dedicated Experts
- Shared Service Model
- On-Demand Model

## Impact on Business and Budget



i4 Marketplace

- Improve service levels and quality
- Lower IT TCO (total cost of ownership) by up to 40-45%
- Shift resources towards strategic priorities
- Transform IT into a proactive organization
- Standardize tools and incident management



## Where are you with your AMS Journey?

- Is your AMS delivering business value beyond cost savings?
- Is your approach to AMS creating opportunities for growth, innovation, and enhanced customer, supplier, partner, and employee experiences?
- Does AMS act as a core driver of your broader business innovation and technology transformation agenda?
- Is now a good time to shift your mindset about the possibilities of AMS?

Transformational times call for transformational AMS

**That's right: As business and technology transformations create new challenges and opportunities, the best approaches to application management are undergoing dramatic changes as well. Your potential to seize markets and lead growth is now tied to the value that you are able to unlock from your applications. Take a look at how we do AMS, and you'll see new possibilities to generate innovation and drive your business forward.**



**Mukesh Munka, EVP – Global Delivery**  
+1 (916) 317-6146 | [mmunka@i4Marketplace.com](mailto:mmunka@i4Marketplace.com)