Application Management & Modernization (AMM) is T-Systems’ end-to-end outsourcing offering, for the management and further development of application software, being operated by the customer or by T-Systems.

AMM is a complete suite of services, encompassing analysis, planning, transition, ongoing operations and modernization. This includes support, maintenance and optimization of business applications across their entire lifecycle. The centerpiece of AMM is the standardized implementation and service delivery model AMbition, based on the globally-recognized ITIL standard.

With AMM, companies can save on average 25 percent of their current costs, and scale resources up or down rapidly and flexibly according to their fluctuating needs – in line with our core belief, Dynamic Net-Centric Sourcing. As a result, enterprises become more agile, and, through standardization and innovation, increase their competitiveness.
Application Management & Modernization – elements of the offering.

1. Application Management Services.

Within the scope of application management, T-Systems assumes responsibility for the customer’s business applications for an agreed period. This covers even extremely complex apps – from SAP systems to standard-based non-SAP systems to customer-specific applications. Longstanding partnerships with leading software vendors ensure high quality of service.

Key to T-Systems’ successful application management is the procedural model AMbition V3, which is based on a comprehensive standard service catalog. The service catalog incorporates T-Systems’ best practices from a large number of AMM projects. As a result, it ensures excellent service delivery with sustained quality in all phases of application management: from analysis, planning, and preparation, to transfer of the customer’s staff to T-Systems, to ongoing operations in accordance with ITIL V3.

AMM Outsourcing Transition Services.

Two of the most critical phases of application management are the planning and the implementation of the transfer of responsibility from the customer to the service provider. T-Systems’ Outsourcing Transition Services ensure the seamless transition from Current Mode of Operation (CMO) to Future Mode of Operation (FMO), and maintains business continuity in accordance with all Service Level Agreements.

AMM Consulting Services.

T-Systems’ application management services commence with a comprehensive consultation, which looks at all relevant aspects of support, maintenance, modernization, and service level agreements. This takes into account the entire ‘BIS-framework’ of the customer, including Business, ICT and Service architecture. The aim of the evaluation is to increase efficiency and effectiveness.

AMM Support Services.

Service/support and ongoing operations ensure the seamless transition from Current Mode of Operation to Future Mode of Operation, and the sourcing and service delivery model. In addition, these services ensure the stability of applications when modifications are made or new functions introduced.

AMM Enhancement Services.

Improvements within the scope of change management are delivered by the Enhancement Services process.

AMM Customer Specific Services.

In addition to standardized services, AMM can include customer-specific services, where agreed. These are based on T-Systems’ comprehensive portfolio of services, with the unique “consult, plan, build, run” approach.

2. Application Modernization.

Application modernization aims at the sustained improvement of the application landscape during ongoing operations. The planning and implementation of modernization projects follows a proven and defined procedural model.

Standard service catalog.

T-Systems tailors application management services to each customer’s needs, complete with a made-to-measure pricing model. Moreover, the customer remains free to change the configuration of the service package at any time. Production is highly standardized and industrialized, to ensure extremely consistent high quality of service and exceptional cost-efficiency. What’s more, T-Systems leverages the advantages of its global network of service-delivery partners.

AMM Delivery Services.

Delivery services cover all contractual and commercial aspects, and are based on the Service Design cluster defined in ITIL V3.

AMM Support Services.

Support services include core application management tasks and the rapid resolution of incidents and problems. In addition, these services ensure the stability of applications when modifications are made or new functions introduced.

AMM Enhancement Services.

Improvements within the scope of change management are delivered by the Enhancement Services process.

AMM Customer Specific Services.

In addition to standardized services, AMM can include customer-specific services, where agreed. These are based on T-Systems’ comprehensive portfolio of services, with the unique “consult, plan, build, run” approach.

1. Industrialization.

Industrialization focuses on the further standardization of service processes and the sourcing and service delivery model. In addition, transferring enterprise applications to cost-effective standardized IT platforms offers considerable potential for improvement, for example through a “lift and shift” approach and re-engineering projects.
Benefits.

Availability.
- ITIL-compliant application management ensures that problems are resolved as soon as possible within guaranteed response times. So companies can capitalize on the full functionality of their applications without critical interruptions.
- Customers benefit significantly by gaining access to additional resources (staff and technology) at any time. They no longer need to acquire or maintain their own resources in-house.

Efficiency and flexibility.
Highly standardized service delivery enables efficient deployment of resources and rapid implementation. Through modernization, i.e. industrialization, consolidation and transformation, applications can be made leaner and business processes simpler. This increases the efficiency gained through AMM, and cuts operating costs further. In addition, the company can enhance effectiveness, for example because simpler business processes allow faster responses to changing market conditions.

Quality.
In general T-Systems industrialized service delivery provides enterprises with a higher quality of service than if these services were managed in-house. T-Systems delivers state-of-the-art services with consistent high availability.

Planning.
With AMM, T-Systems takes a forward-looking approach, to proactively avoid problems and exploit emerging business opportunities. As a result, companies have more time for effective strategic planning.

Enabling growth.
Standardization and demand-driven service consumption, priced according to the "pay per use" principle reduce fixed costs. This frees up companies' budgets for investments in their core business, which they can use to drive growth.

Cost benefits.
- Analysts estimate that application management allows companies to reduce their costs on the average by 25 percent. T-Systems' AMM offering offers even greater potential for savings.
- AMM services are produced with a high level of standardization, and then tailored to each customer's requirements.
- T-Systems' delivers services through "best-shoring" for each customer. That includes the use of on-site, nearshore and offshore resources from a global delivery network. An effective governance structure ensures a high quality of service.
- Customers obtain complete transparency of the services being provided and their costs.
- Acting as the Operational Integrator in a multisourcing environment, T-Systems co-ordinates all involved suppliers and vendors and secures the best service provision for the best possible price.

Pricing models.
T-Systems' pricing models for AMM are exceptionally flexible and can be tailored to each customer’s needs, e.g:
- Price per service resource used
- Price per user
- Business-driven pricing models with shared risk
- Customer-specific pricing models

Service levels.
T-Systems' comprehensive monitoring and reporting ensures that application functionality and availability comply with the defined Service Level Agreements (SLA). This particularly applies to end-to-end SLAs in multisourcing relationships, and if required can be extended to include the network and server infrastructure.

International availability.
T-Systems can make AMM available worldwide through its integrated delivery network. In line with its best-shoring approach, T-Systems leverages dedicated production centers in Europe, America and Asia.

2. Consolidation.
Consolidation of application landscapes, harmonization of middleware and extensive deployment of virtualization are the key components of the consolidation module. Replacing legacy systems with applications that are based on leading standard software products reduces operating costs. They also offer a variety of additional functions designed to standardize, simplify and accelerate business processes.

3. Transformation.
The transformation modules are highly innovative in nature. These include software as a service (SaaS), the transformation of service management architecture to SOA, and the transfer of applications to network-centric infrastructures ("Cloud computing") – as offered by T-Systems' Dynamic Services.
Application Management & Modernization from T-Systems.

BIS.

Application Management & Modernization is most effective when the customer’s entire Business, ICT and Service context is taken into account. Therefore the analysis and planning stage considers which business processes are supported by the applications today or in the future. It also looks at which service architecture and which ICT architecture is most efficient, and appropriate in light of future developments.

Fast Track to Future Mode of Operation.

T-Systems provides customers with a rapid and seamless transition to application management. The tried and tested Fast Track to FMO methodology ensures continued availability of application functionality. The hallmark of Fast Track to FMO is its unique “shadow, share, lead” model, which provides a structured transfer of responsibility and in depth knowledge transfer.

ITIL V3.

In accordance with the globally recognized ITIL V3 framework, T-Systems has clearly defined its service management processes and described them in a service catalog. These processes cover all aspects of service management across the entire application management lifecycle.

The right skills and resources.

T-Systems possesses the skills and resources to ensure AMM delivers tangible benefits. This includes consulting, systems integration and infrastructure services, local (on-site), international nearshore and offshore capabilities, and expertise in specific industries. More than 3,500 professionals worldwide work on the delivery of AMM services. In addition, we bring in more than 700 consultants from our subsidiary Detecon and have access to the worldwide resources of our partner Cognizant.

Partnerships.

As an independent ICT service provider, T-Systems is a partner to many leading software and infrastructure vendors. Long-standing partnerships with global players such as SAP, Microsoft and Oracle reinforce our own expertise, and secure high quality of service.

T-Systems offers a wide range of services in the SAP environment. Currently, T-Systems hosts SAP systems for more than 1.55m users and supports more than 750,000 users through application management services – and this base grows on a daily basis.

- More than 2,100 SAP consultants around the globe
- SAP Global Partner, SAP-certified provider for hosting services and SAP-certified provider for application management services.
- SAP Services Partner in 16 countries
- Member of the Enterprise Services Community
- Winner of the SAP Pinnacle Awards in the category Outsourcing – Hosting
- Global Services Partner
- Global Run SAP certification

References:

Continental.
T-Systems is responsible for managing engineering applications used in R&D at Continental, a major global automotive supplier. The application landscape includes business-critical apps such as CAD and PDM. Modular services ensure the provision of worldwide support for seven strategically important applications with 800 users around the globe. A monthly flat-rate fee helps to reduce costs and provides visibility into costs for the management, maintenance and improvement of the engineering applications. The solution includes worldwide ITIL-based 2nd and 3rd Level Support and a global delivery structure.

Epcos.
T-Systems provides application management services for SAP R/3 and SAP Supply Chain Management. Using a cost-effective “best-shoring” approach, T-Systems developed a delivery model tailored specifically to meet the needs of the customer.