



Application Support & Maintenance Services

Eliminate Downtime and Increase Business Productivity

IT People provides managed application maintenance and support at varying levels to meet your exact needs. We manage applications built using a wide variety of technologies. Our services include pro-active monitoring, root-cause analysis, preventative maintenance, service continuity and continuous improvement in the stability and availability of applications.

We apply a strong service delivery methodology that is based on known error databases (KEDBs), cookbooks and standard operating procedures. We meet or exceed Service Level Agreements (SLAs) and Business Level Agreements (BLAs).

Why IT People?

- ➔ We can ramp teams up or down to meet your needs for business agility
- ➔ We offer more competitive pricing because we have low overhead and high efficiency
- ➔ Our approach to customer engagement ensures the best talent mix for expert delivery, high-quality results and cost optimization
- ➔ Our global resources accelerate operational cycle, reduce time-to-market and lower costs
- ➔ We have unlimited access to talent and scalability
- ➔ We are a sole source for managed services; application development, support and maintenance; portal and intranet services; project management; and QA and testing services

Benefits

- ➔ Improve application stability and availability
- ➔ Migrate and evolve applications more easily
- ➔ Better allocate internal resources toward business needs
- ➔ Increase customer satisfaction
- ➔ Significantly reduce total cost of ownership

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Continuous Improvement

We do preventative maintenance and root-cause analysis for all severity Level 1 and 2 tickets to improve system stability and availability.

Reduced Cost of Ownership

We leverage our global delivery model with the right shoring mix and continuous improvement to reduce your overall IT run costs.

Quality Assurance

We conduct daily service review calls to ensure critical parameters are in the green. We conduct weekly, monthly and quarterly governance meetings to identify and mitigate risks early on.

Risk Free Transition

Our transition plan balances risk and workload based on a proven data analysis framework.

Service Continuity

We are open to re-badging existing support and maintenance personnel based on customer needs.

Innovation and Transformation

We will ensure all learnings from maintenance and support initiatives feed into transformation initiatives.



About IT People

IT People is a next-generation IT services and workforce solutions firm. We provide consulting, managed services and staffing to Fortune 500 corporations, public agencies, and small and mid-sized businesses throughout North America. Our specialties include IT modernization, infrastructure and applications optimization, and management. We enable organizations to achieve their business goals by transforming their IT processes, applications and infrastructure using the latest technologies for cloud, big data, mobile and social, and by providing them with exceptional talent when they need supplemental staff.

Our Vision and Mission

We are passionate about co-creating value with our customers and employees by offering IT services through applied thought and innovation with the commitment and integrity to deliver quality solutions on time, every time.



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