

Application Management

AdNovum offers its customers comprehensive maintenance and support services for both AdNovum solutions and third-party systems. Service level agreements (SLA) for application management at AdNovum are prepared individually and based solely on customer requirements. Any IT system managed by AdNovum receives our company's comprehensive engineering competence and proven quality management. Thus your investment achieves its full potential and delivers sustainable added value.

Full service from one source

Application out-tasking

Once a proprietary or third-party solution has been incorporated in AdNovum's software engineering organization and infrastructure, we offer maintenance, support and development for this application. You can delegate specific tasks or all three services as a package to AdNovum.

Software maintenance

All supported systems benefit from AdNovum's engineering know-how and quality management, including: fault isolation,

problem analysis, workarounds, stabilization, error correction, modification of existing functionality, further development, follow up documentation, re-engineering, optimization, etc.

Incident management and support

AdNovum's custom service level agreements (SLAs) include 2nd and 3rd level support, full support or combinations thereof, as well as various service levels. On request, we provide on-call service around the clock for our customers via telephone hotline, mobile phone and pager.

Highlights

Customer advantages

- High level of flexibility and cost savings
- Continuation throughout the entire application lifecycle
- Clearly designated contact person, processes, and responsibilities
- The right specialists on the job

Support desk

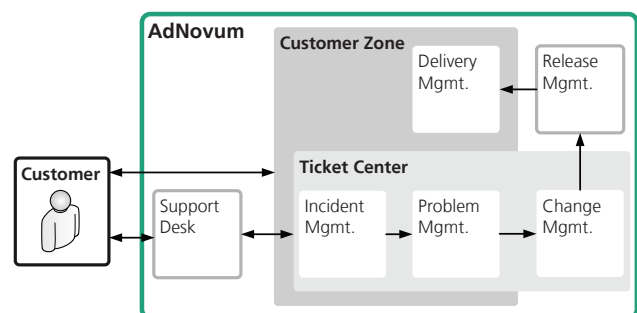
The support desk is our customers' single point of contact.

- Support: 2nd and/or 3rd level; up to 7 x 24 h
- System modifications: on-call or on-site service

Ticket Center: incident and problem management

Requests and problem reports are recorded and processed in our ticket center.

- Processes are based on ITIL best practices
- Dedicated incident and problem manager
- Access to solved tickets
- Online query of current ticket status any time



Change management

- Preventive & corrective maintenance

Release management

Release planning according to specific customer needs: from SOS release to quarterly or annual releases.

Customer Zone: delivery management

We provide a ready-to-download package containing your software and documentation ready for download over our protected customer zone.

References

Finance

- PostFinance:
 - E-Finance and Personal-Zone (e-banking)
- IHAG Privatbank
 - E-banking and CMS
- UBS
 - Corporate website (ubs.com)
 - Corporate intranet
 - Customer service center / e-banking via Internet and phone
 - Prospect management application
 - Diverse e-banking applications
- Zurich Invest Bank successor organization
 - Successor organization's banking system operation

Industry

- Holcim (Switzerland)
 - Logistics / supply chain event management

Logistics

- Swiss Post
 - Portal for business customers My Post Business
- Swiss Post International
 - ERP solution

Telco

- Cablecom
 - Customer care portal

Application Management: an AdNovum core competence

AdNovum's service offering covers four core areas. The four areas seamlessly overlap, mutually drawing on their individual specific strengths. This approach fosters continued innovation, while at the same time ensuring consistent delivery of reliable and appropriate solutions. And it allows AdNovum to assist its customers, enabling them to effectively master today's technical and organizational challenges.



AdNovum Informatik AG
Tom Sprenger, CIO
Roentgenstrasse 22, CH-8005 Zurich
Tel. +41 44 272 6111
mailto:info@adnovum.ch, <http://www.adnovum.ch>