

## Misys Operations Support Services

# Application Support - Increase business resilience and lower your total cost of ownership

**Banks and other financial institutions are subject to constant change, driven by intense global competition, tighter margins and greater regulatory requirements. In this business environment, a key objective for banks is the deployment of processes and technology to improve business resilience and ensure the availability of their critical systems.**

Increasingly, this is reliant not just purely on software and other IT infrastructure, but the relationship and service delivered to banks by their IT vendors, particularly in the area of support.

These organisations face a number of common challenges:

- + How to maintain service levels?
- + How to mitigate IT operational risk?
- + How to control cost in a constantly changing environment?
- + How to align IT strategy with Business targets
- + How to reduce fragmented processes?
- + How to manage increasing levels of complexity with regionally based business functions?
- + How to access the right skills, in the right location and at the right time?

### Misys Support organisation

- + Over 30 years of experience in the banking industry
- + Established relationships with over 1,200 financial institutions in 120 countries
- + Over 475 product and support specialists
- + Expertise and knowledge in banking best practice and methodologies
- + Access to the latest support tools and technologies.

“

A critical need exists for ongoing application support services. Approximately 30 percent of the total cost of ownership during the life of an application is for its maintenance and management

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- Gartner Group

### Misys and partner expertise

The Misys Application Support services leverages expertise from Misys business partner, HCL.

Misys world-class professional services experts have deep insight into your technical strategy and business priorities, as well as comprehensive experience of planning, designing, executing and optimising Misys solutions.

HCL's Target operation model (TOM) leverages HCL's experience in implementing a 'factory model' for shared services across functions such as testing, data management and reporting. Its range of offerings spans Product Engineering, Custom & Package Applications, BPO, IT Infrastructure Services, IT Hardware, Systems Integration, and distribution of ICT products across a wide range of focused industry verticals. The HCL team comprises over 60,000 professionals of diverse nationalities, who operate from 24 countries.

Together Misys and HCL provide our customers with a solid and proven solution.

“We currently use a Misys support team, eleven on-site and four offshore, with responsibility for a range of activities including Helpdesk support, fix testing and project go-live support. This has been the best decision we’ve made, since it allows my team to focus on strategic initiatives and move our business forward.”

– Refilwe Kekana, Development Head IT, Standard Bank of Africa

**How well are your IT and Business Departments aligned?**

Balancing the cost effectiveness of IT services against the value they deliver to the business is a challenge for all customers.

Using formal methodologies and agreed reporting metrics will help your organisation assess the performance and value being realised to your Business. Through transparent reporting, Misys will provide measurements which will allow you to identify tangible results to track our performance in delivering against your service levels.

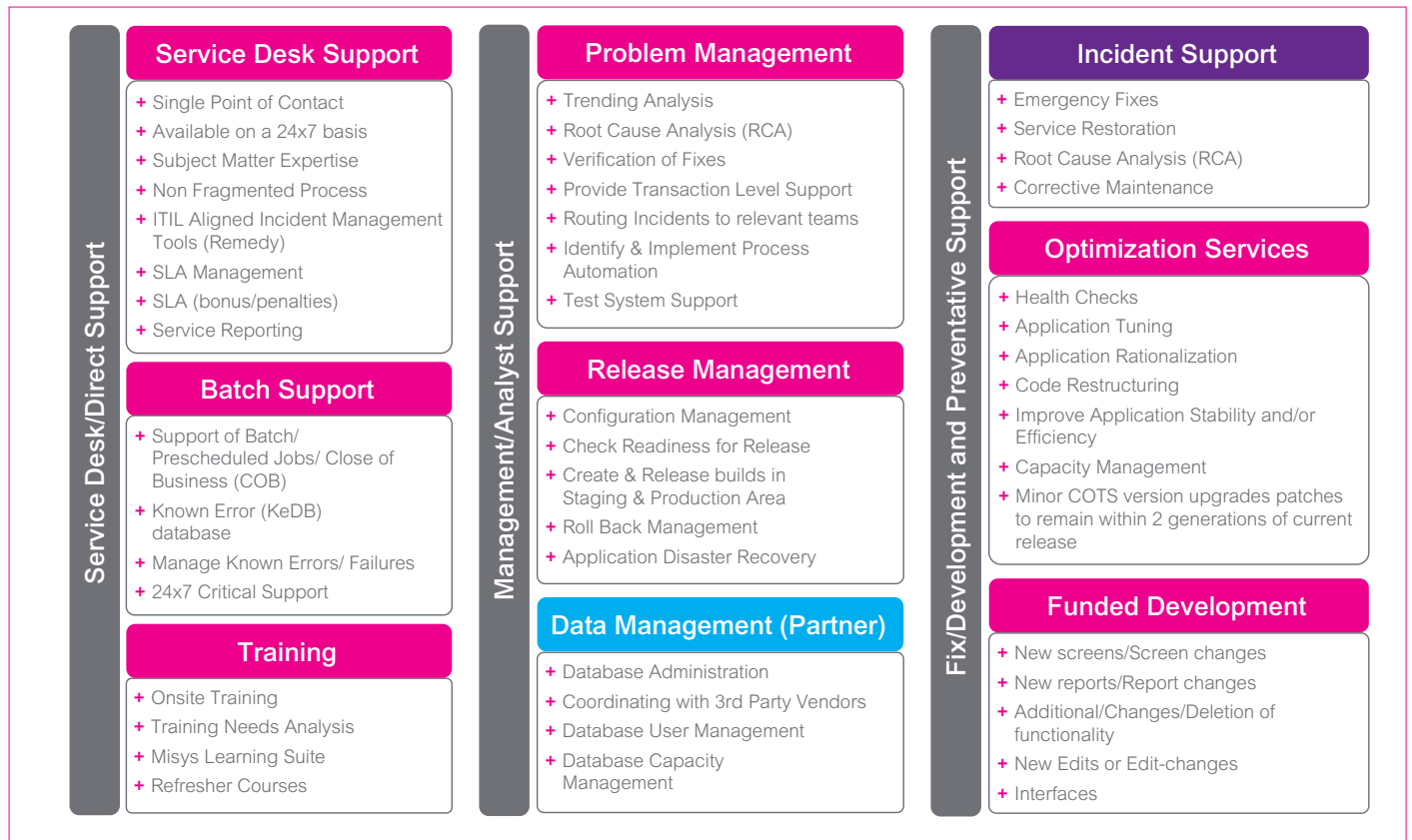
**Misys can help you improve business resilience**

With decades of experience in the banking industry, Misys has a deep understanding of your business and technical requirements. No one knows more about supporting Misys applications in banks around the world. Our customer support experts are skilled in business consulting, technical development, project management and support services.

**Misys Application Support services**

To help you address the challenges facing your business, Misys has built a comprehensive suite of support offerings called Application Support services.

Misys Application Support services can help you mitigate IT operational risk, respond more effectively to demands facing your business, improve the availability of your Misys applications and reduce the total cost of ownership for IT services.



“Misys Application Support services are designed to meet your unique requirements. You are able to choose the components you need, tailor them as required and review them over time as your needs change.”

### Expert advice improves IT operational efficiency

Misys will provide direct access to Subject Matter Experts (SME) which will greatly benefit customers by providing a forum to discuss functional or strategic topics with business or IT stakeholders.

SMEs have in-depth product, market knowledge and skills in an area relevant to your business. By building a comprehensive understanding of your IT systems, the SME delivers expert business or technical advice specific to your IT environment.

With up-to-date product and banking domain knowledge, the SME acts as an extension of your IT team to provide remote or on-site support and improve the effectiveness of your IT operation.

### A level of service tailored to your business

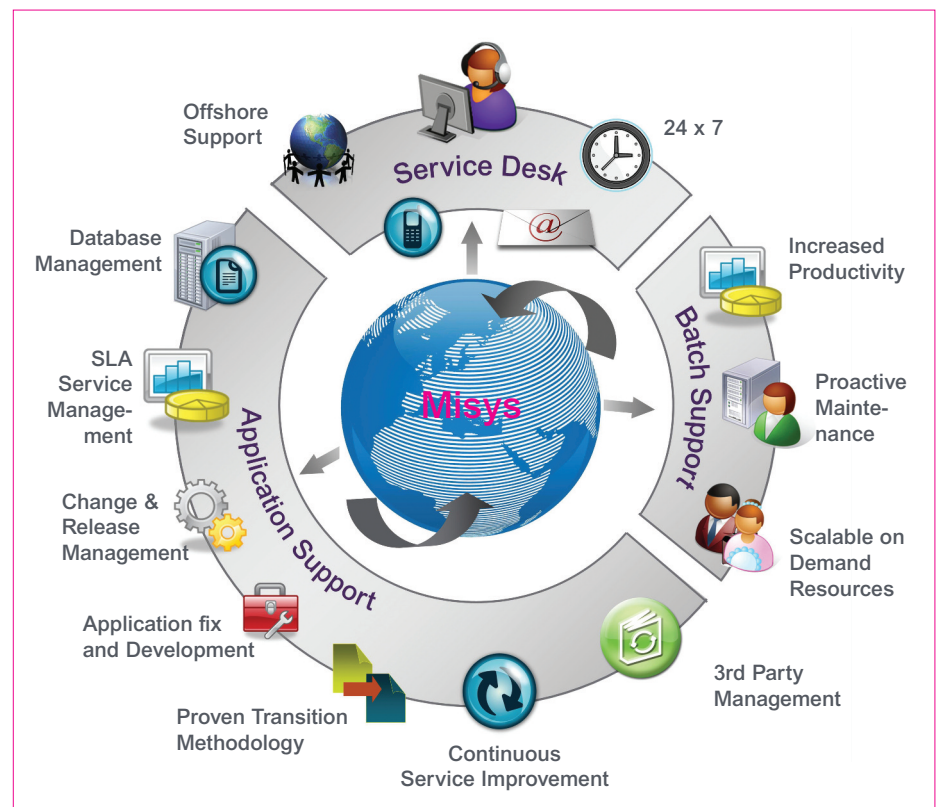
Misys application support services deliver a guaranteed level of service which will enable you to better plan and manage your IT operation. An individual Service Level Agreement based on your specific business requirements will be agreed between you and Misys during contract negotiations.

### 24/7 support mitigates IT operational risk

In today's business environment, your organisation cannot afford downtime. 24x7 Business Critical Support provides direct access to Misys expertise for business critical issues around the clock, via the internet or by phone. With 24x7 Business Critical Support, you are guaranteed response within 30 minutes.

### Manage costs more effectively through outsourcing

Increasingly, financial institutions are finding that it is better and less costly to focus on their core competencies and use suppliers for non-core activities. Misys Application Support services allow



customers to outsource aspects of their IT operation to Misys. By providing access to specialist expertise, system reliability would be improved leaving your IT organisation to focus on core mission-critical and business-differentiating services. In addition, you are able to better control cost over time and enhance your IT department's ability to budget and manage costs.

Skilled Misys support specialists offer a broad range of services including service desk responsibility, operational support, project support, fix/patch testing, on-site development and release control. A bespoke Service Level Agreement would be agreed with you to ensure clear vendor accountability.

### Service on your terms

Misys Application Support services are designed to meet your unique requirements. You are able to choose the components you need. Misys can also tailor the services as and when required and change them over time as your needs change. To find out more about how Application Support services can help your organisation, please contact your Misys account representative.

For more information on  
how Misys Operations  
Support Services can help  
you, please  
visit: [www.misys.com](http://www.misys.com) or  
contact your Misys Account  
Manager

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