



**prodware**<sup>™</sup>

 **App Care**

Managed Service

**Application management services to guarantee the full operation of your business applications**

If you are responsible for maintaining your organization's technology landscape, you will recognize these challenges:

"As a CIO, I recognize since moving to the cloud and benefiting from modern applications in the market, that the pace of updates and changes has increased. My IT team spend too much time on upskilling in order to keep up and we are falling behind. We are not delivering an optimal service to the business."

"We use a range of business applications and collaboration tools including ERP, CRM, low-code apps, document management, and BI tools. With this IT landscape in place we need a structured program to manage updates, developments and security."

The **AppCare** Managed Service is a comprehensive program that supports the maintenance, change management and security of your business applications.

### Why choose Prodware to support your IT operations strategy?

As a Microsoft Gold partner and trusted Managed Services provider, Prodware helps our customers with local or international application support.

By outsourcing your application management to the experts, you can:

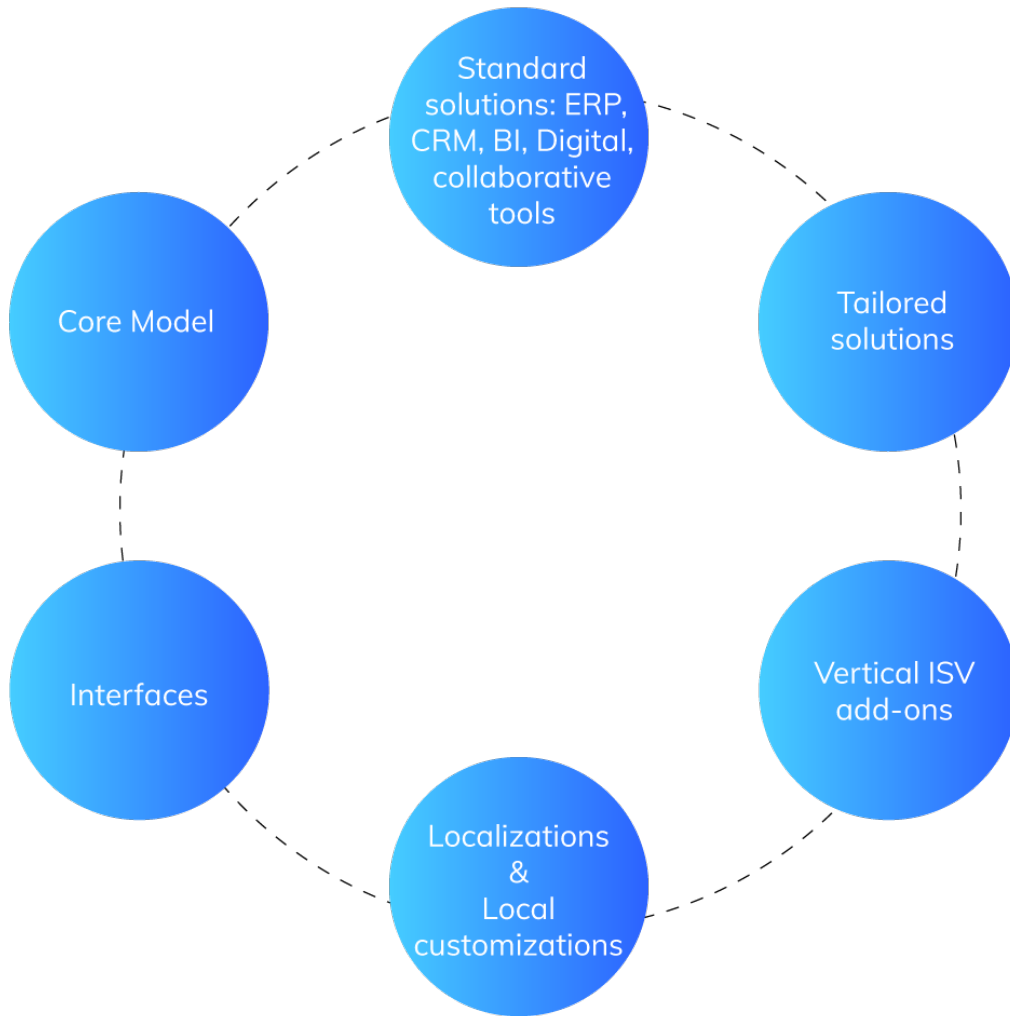
- › tailor the support you need to your own business requirements, with the benefit of SLAs
- › master your IT operation budget
- › proactively manage the agility and speed of the cloud lifecycle
- › control change and quality management with specialist help
- › keep updated with IT best practice
- › allow your in-house IT team to focus on added value projects



### AppCare covers these areas to efficiently support your daily IT operation:

- › Service Desk with SLAs
- › Knowledge Base and assistance
- › Corrective management
- › Adaptive management
- › Test and Release management
- › Governance
- › Security management
- › Application use reporting
- › Added value services such as Solution Updates, Impact Assessments and Strategic Workshops

## Customized for your business



## Choose the service you need

			
Window support frame	★	★ ★	★ ★ ★
SLA	★	★ ★	★ ★ ★
Governance	★	★ ★ ★	★ ★ ★
Added value services	★	★ ★	★ ★ ★
Information	★ ★ ★	★ ★ ★	★ ★ ★
Advice	★ ★	★ ★ ★	★ ★ ★

Contact Prodware to help your business run smoothly, using the latest in IT best practice to minimize risk and interruption.



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