

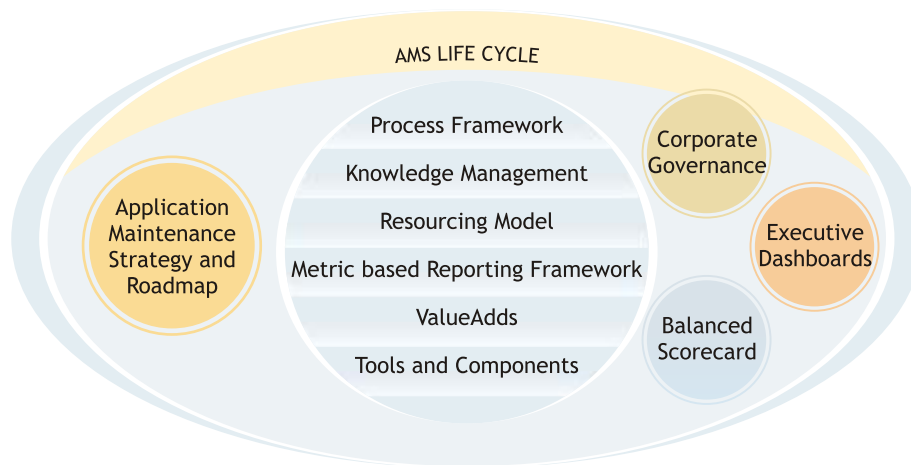


## Optimize your IT portfolio with our AMS offerings

Quinnox's Application Maintenance Services (AMS) enables enterprises to maximize the life of their existing IT portfolio while maintaining existing applications that address current business requirements. We provide cost-effective, high-value solutions leveraging an early offshore strategy and a tool-based knowledge management system with online dashboards for transparency and easy measurability. Our services are comprehensive and affordable and allow your organization to focus on strategic new development initiatives.

Our Application Support methodology is proven and effective and driven by an SLA Model that can support multiple shifts (8x5, 16x5 and 24x7). We have tested tools and templates for

- Planning and Management
- Defect and Issue tracking
- Reporting
- Performance Dashboards.



### Scope of our AMS offering

- Production Support
- Corrective Maintenance
- Perfective Maintenance
- Preventive Maintenance
- Adaptive Maintenance
- Application Enhancement



## Advantage Quinnox

The advantage of outsourcing AMS services to Quinnox lies in our total ownership of the project, ensuring significant benefits in addition to cost-savings. Our differentiators give us an edge over our competitors at every stage of the engagement:

### High Value solutions

- Enhanced customer experience – Adaptive sourcing relationships to meet clients' changing needs
- Total accountability with clients' business interests as the priority
- Quinnox senior executive membership on Steering Committee
- Balanced Scorecard and value-added frameworks for mature engagements

### Cost Advantage

- Cost reductions for “over a year” term with continuous productive improvements
- Fixed price, with SLA performance
- Quicker redeployment of SME's
- Risk and reward model to reduce TCO

### Early Offshore Leverage

- Best-in-industry Transition Management approach
- Minimum onsite presence

### Tool based Knowledge Management

- Faster evaluation, and acquisition of knowledge
- Use of knowledge repository

### Online Dashboards

- Web-based metrics
- Management Reporting with Dashboards
- Customizable to meet client requirements.

We use a unique combination of people, process and technology that deliver measurable and sustainable improvements in software maintenance productivity.



Quinnox provided support services for more than 160 applications built on multiple technologies and varied platforms for world's leading beverage marketer and distributor. Quinnox and the client built a Collaborative Outsourcing Model using our unique Accelerated Transition Methodology. This allowed client resources currently supporting Legacy Applications to be reallocated and retooled quickly and efficiently.

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