Application Maintenance & Support
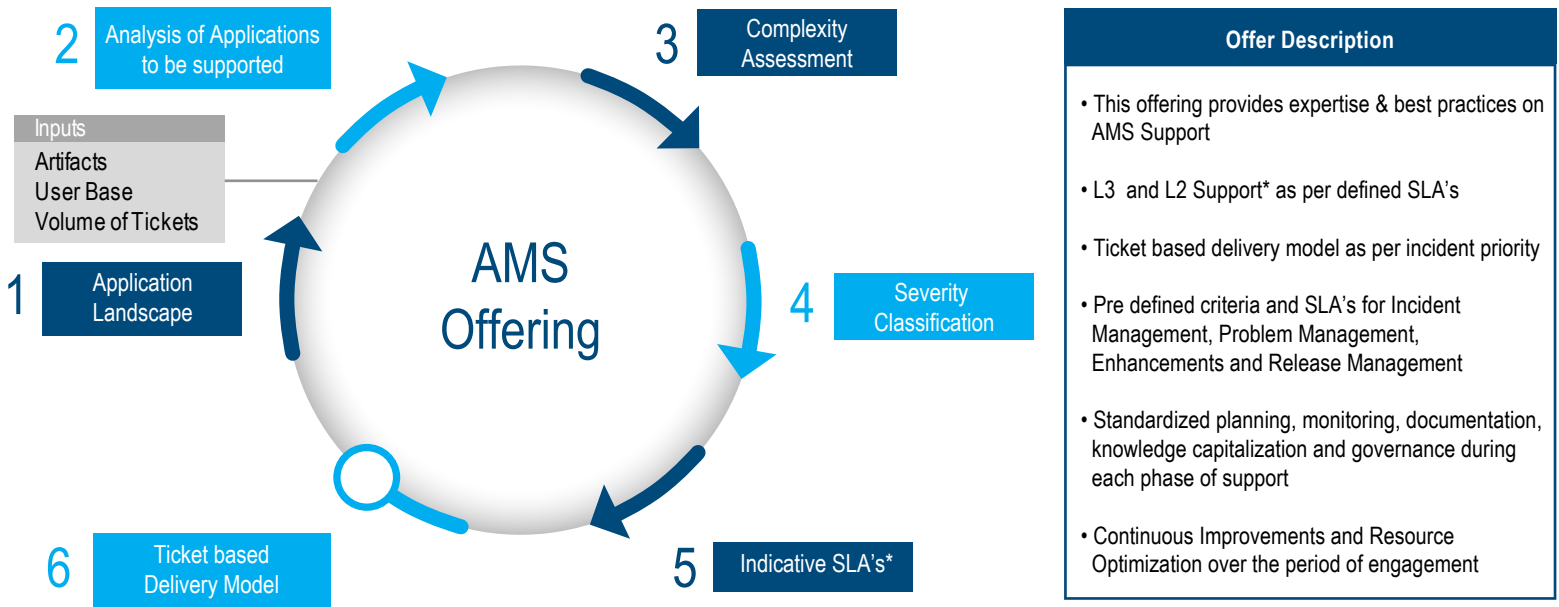
Scope & Overview of Offering

2 Analysis of Applications to be supported

3 Complexity Assessment

Inputs
Artifacts
User Base
Volume of Tickets

1 Application Landscape

AMS Offering

4 Severity Classification

6 Ticket based Delivery Model

5 Indicative SLA's*

Offer Description

• This offering provides expertise & best practices on AMS Support

• L3 and L2 Support* as per defined SLA's

• Ticket based delivery model as per incident priority

• Pre defined criteria and SLA's for Incident Management, Problem Management, Enhancements and Release Management

• Standardized planning, monitoring, documentation, knowledge capitalization and governance during each phase of support

• Continuous Improvements and Resource Optimization over the period of engagement

Delivery Framework

Engagement Stage		Planning Stage		Execution Stage	
PHASE 0 QUALIFICATION	**PHASE 1** BUDGETARY QUOTE	**PHASE 2** PLAN	**PHASE 3** BUILD	**PHASE 4** TRANSITION	**PHASE 5** OPERATE

Responsibility Matrix   ▭ Owned by Partner & supported by DSGS   ▭ Owned by DSGS

Value Proposition

	Expertise	Support Landscape	Business Process and SLA
Challenges	• DS Product Knowledge, OOTB Knowedge, Tools	• Support services to various DS applications and integration with Legacy systems	• End Customer Business SLA deployment and reporting • Erratic Frequency of incidents and Knowledge Management • Standardization and Cost effectiveness
Value Proposition	**Access to Tools and Expertise** • ~400 consultants with knowledge of DS products • Use of home grown tools with a focus on Consistency, Efficiency and Quality delivery • Project Management tool integrated with quality tools framework • Offering specific tools	**Availability of Experts** • Legacy talent, knowledge and processes • Offshoring knowhow • Faster turn around for implementing the solutions due to pre-defined methodologies and templates • Reuse of Knowledge and Processes • Effective KM Practices	**Corrective, Adoptive Maintenance services** • Root Cause Analysis and Issue tracker • SLA Framework, Measurement and Reporting • Standardized way of working to ensure predictability, efficiency and quality • Scalability through modular approach • Catalogue Based Support Model

Success Stories

Japanese Auto Customer

SCOPE
• AMS for the global ENOVIA V6 applications and all integrations landscape (Configuration Mgmt. to ENOVIA V5, ENOVIA V5 to DELMIA V5 and ENOVIA V5 to ENVOAI V6)
  • L3 support
  • 9 x 5 support coverage

AMS Activities
• Incident management, Root cause analysis
• Bug Fixing , Minor enhancement, Pre-integration testing
• Release and deployment management (including configuration management)

Application Landscape
• Over 50 applications including:
  • CATIA V5
  • ENOVIA V5
  • DELMIA V5
  • ENOVIA V6 applications
  • MatrixOne based Configuration Mgmt. System
  • Environment configuration System

French Automotive OEM

SCOPE
• AMS for ENOVIA V6 PLM application and its connectors to the Legacy applications.
  • L1 support
  • L3 support

AMS Activities
• Bug Fixing , Minor enhancement, Pre-integration testing
• Incident management, Root cause analysis

Application Landscape
• Over 50 applications including:
  • ENOVIA V6
  • ENOVIA VPM V6
  • CATIA V5, V6
  • VPM V4
  • Interface Connectors

Canadian Aerospace Customer

SCOPE
• AMS for the global CAD and MFG and PLM application landscape
  • L3 support , REMEDY ticketing system
  • 9 x 5 support coverage

AMS Activities
• Incident management, Root cause analysis
• Bug Fixing , Minor enhancement, Pre-integration testing

Application Landscape
• Over 600 applications in following domains :
  • CATIA V5/V6
  • MFG
  • PLM

Contact Us

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