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..... T Systems

A Clearer View.

Service Scan of your application management.

..... T Systems

Use your potential.

You can optimize the quality and efficiency of even the best applications management. Service Scan from T-Systems lets you recognize—and develop—the potential of your application operation. Objective. Measurable. Transparent.

Make or buy?

Is it worthwhile for companies to run their own applications? This isn't an easy question to answer. It's a complex issue and the cost of operation can be so high that a systemic examination may be necessary: Are your applications up-to-date? Are you running systems that people no longer need? How long does it take to implement changes? What kind of applications will you have in the future? Do the services already fulfill international ITIL standards? How could you configure your applications so they feature measurable service quality? How could this benefit your company—and be proven to? And finally: what does your budget look like?

Service Scan from T-Systems.

In order to make the correct decision for or against the in-house operation of applications, every aspect must first be analyzed in an objective manner. A Service Scan from T-Systems allows you to analyze and consequently to optimize your application processes, the transparency of service and the adaptability of your applications. It provides you with ways to present value propositions for your company, save money and decide if your application management should be partly or completely outsourced or kept in-house.

Step by step to your goal.

The process starts with a preliminary talk, on the basis of which a Quick Scan is carried out. T-Systems uses this to identify the most important data and figures for your existing applications management. You then receive a precise proposal for an individual Service Scan. This is divided into three stages:

Analysis of service

- Listing of current services and service arrangements
- Entry of operational processes and conditions
- Analysis of costs and resources used
- Investigation of requirements and requirement structures

Service design

- Determining the necessary scope of service
- Defining service elements and levels
- Structural concept of service delivery
- Compiling the service manual

Results of Service Scan

- Investigating service costs customary for the market
- Demonstrating quality and efficiency potential
- Recommending short-term measures for optimization
- Highlighting services that can be omitted, changed or implemented at lower-cost

Everything under your control.

The Service Scan analyzes the following:
 What does the delivery model look like?
 What benefits do the services hold and what does each service module cost?

This information is generated by determining, among other things: how many application users call the service hotline; what errors occur, how often they occur and how long it takes to rectify them; how many changes are implemented daily in your application system; what costs are incurred and for what; and how the applications perform in relation to comparable applications.

This not only shows you very clearly how you can best optimize the quality, transparency and efficiency of your applications and how you can actively market your services within the company, it also provides you with detailed information on the value creation inherent in the optimization of your applications. And also whether it's worthwhile for your application management to be partly or completely outsourced. In short: you're given watertight evidence for your proposal.

Your decision.

Should you decide to outsource your application management: Service Scan is a service module that's part of the Application Management Services complete solution from T-Systems. This is based on a consistent, modular system that has been tried and tested: the Service Scan and the conception phase are connected—during the transitional stage—to AMBition, a proven and robust bridge from pilot operation to standard operation, which turns the optimization of your applications into an everyday occurrence.

Deciding in favor of Application Management Services is deciding in favor of greater transparency, higher quality and lower service costs. And for less crisis management and more innovation management. It's a decision that helps you to create order and think freely.

Service Scan: What does it look at? What does it measure?

Process	Definition according to ITIL Indicators (examples)	Key performance
a) Maintenance, standard functions b) User support	Incident management Problem management	Number of tickets, quality of tickets, expenditure, duration per ticket
Expansions, adaptations	Change management	Quantity, time and budget, use, risk, advisory board
Projects	Change management Release management	Time and budget, follow-up costs (ticket quantity and quality)
Service management	Service level management Availability management Cost management Capacity management	SLA compliance, budget, resources, KPI, improvement service processes, service strategies, innovations