

Hitachi Application Managed Services

Tame Complexity and Amplify Application Performance and Value

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Application support to ensure availability and performance is complex, resource-intensive and costly – and it's also essential to your business. Your enterprise struggles with budget constraints, a shortage of skilled resources, and user expectations for instant access to high-performing applications on any device. At the same time, you recognize that maintaining and supporting your primary business applications is critical to driving the business and to improving and transforming your IT operations. With many enterprise IT environments consisting of a combination of legacy and home-grown systems, maintaining and supporting the application portfolio is increasingly complex.

If you're like many of our clients, you have modernized your IT environment with a combination of solutions from SAP, Oracle and Microsoft – and you may be facing application support challenges. Does your in-house support team have the skills to handle the maintenance and upgrades required to keep the IT environment running smoothly? Do you want your in-house IT team managing application support, or focusing on projects that drive innovation and provide value to the business?

At Hitachi Consulting, our application managed services experts can help your organization maximize the value and performance of applications to

achieve better business results. We offer a full range of business application support services for industry-leading applications including Oracle, Microsoft, SAP, commercial off-the-shelf (COTS) and custom applications. Like all Hitachi Application Managed Services, our Application Support model is available with on-site, onshore and offshore resource options.

Our application managed services can help you rapidly identify and resolve issues, reduce risks, increase availability and productivity – so your business keeps running smoothly and your IT team can focus on strategic initiatives

Level 3 Application Support: Break/Fix for Business Application

Hitachi's Level 3 Application Support experts are responsible for solving new and unknown issues that require code changes, including functional, technical, break/fix and how-to support. For example, if an application was working yesterday but is no longer operating as designed, our specialists will duplicate the problem, discover root causes and fix the issue. We have expertise across the enterprise application portfolio – from SAP and Oracle to Microsoft, including Microsoft Office 365.

We also provide Level 3 Application Support for custom applications, such as Java, .NET, ColdFusion and others. We have deep knowledge of these frameworks and languages, as well as experience maintaining and updating these applications. In addition, Hitachi

provides application rationalization, consolidation, cloud-enablement, sunseting, and other services that transform your portfolio to drive efficiency and reduce costs.

Level 4 Support: Application Enhancements and Transformation Services

Our Level 4 Application Support provides enhancement services that extend the functionality and value of your existing applications. For example, if you need to add a new module, report capability or another field for new data, Hitachi can help you enhance any software package, including testing to ensure the enhancement's effectiveness.

With experience across enterprise applications, we've helped companies improve application functionality to meet new requirements and address emerging opportunities.

Flexible Methodology Drives Innovation, Continuous Improvement

Hitachi Consulting uses its flexible HFusion® Assure methodology built on the IT Infrastructure Library (ITIL) service management framework to help manage risk, establish cost-effective practices and build a stable IT environment that paves the way for innovation and continuous improvement. This methodology converts your organization's strategic objectives into a portfolio of application support services and outlines the activities and deliverables required



See Organizations Take Application Management to New Levels

for operational success. It also manages service delivery and operations to meet those objectives. After validating industry-specific requirements, we develop an application roadmap and perform a knowledge transfer that includes historic information and recurring issues.

Using HFusion enables Hitachi consultants to provide application support targeted to meet strategic objectives

while providing a framework for identifying service innovation opportunities. For example, effective knowledge management and training increases the ability to identify issues and provide rapid resolutions. Also, by performing root cause analysis, we can provide permanent resolutions that will deliver continuous improvement throughout the application managed service engagement.

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Level 3 and Level 4 Support Use Cases

Defense Contractor Utilized SAP Application Support and Development Outsourcing

A major defense company's business unit had 153 custom applications using a wide range of technologies, including Java, ColdFusion, COBOL, PHP, multiple SAP Business Intelligence (BI) platforms, multiple Microsoft technologies, as well as various off-the-shelf packages. The applications use varied data sources and reports, but the organization did not have the skills to maintain the applications, implement enhancements or address challenges with the data.

Hitachi Consulting built an onshore team that was responsible for day-to-day operation and incident resolution. The team also developed and deployed regular application enhancements

that helped the company to maintain business efficiency, increase application productivity through enhancements, and realize savings by automating time-consuming tasks.

National Mortgage Broker Needed SQL Server Infrastructure Support

A leading mortgage company needed help managing and supporting their complex SQL Server infrastructure, which included rebuilding the current SQL environment. They also wanted to setup high availability for all environments by migrating them to Windows clusters, but they had neither the internal staff nor model required.

Hitachi Consulting built a dedicated 24/7 onshore/offshore team, including a service manager for program management and escalation, and four dedicated on-site database administrators (DBAs) responsible for day-to-day SQL operations, crucial failures and incident resolution. We designed, configured and deployed high availability clusters and disaster

recovery (DR) for production systems, as well as replication architecture, monitoring, and regular system backups and maintenance.

Entertainment Powerhouse Required Oracle Financials and Procurement Application Support

A leading entertainment company with locations throughout the U.S. needed to manage applications, provide enhancements and testing, and solve month-end close and data issues. However, the company had neither the internal resources nor the skills to address these challenges.

Hitachi Consulting was called to address day-to-day production issues, conduct recurring regression tests for monthly patches, schedule production clones (P2T), provide system administration and custom development, including BI reports. We also provided a locally-aligned service manager and an onshore delivery lead and primary analyst for immediate response to business needs.



Hitachi Consulting for Application Managed Services

Effective strategies begin with applications and their power to transform the enterprise. At Hitachi Consulting, we began as an enterprise applications company. Nobody knows applications and how to harness their power to transform business operations like we do. With decades of experience strategizing, road mapping, mobilizing, lifting and shifting some of the most complex IT operations, we have the know-how and deep experience to maximize the value and performance of your entire application portfolio.

We work with you to thoroughly understand the nuances of your business processes to ensure we align services to your strategic objectives. We develop a support model that can combine on-site, onshore and offshore models with competitive, flexible, consumption-based pricing.

With a global reach, more than 2,500 team members and 450 clients, and long partnerships with Microsoft, SAP and Oracle, we have the knowledge base to tackle your biggest application headaches. Our HFusion Assure ITIL-aligned methodology helps us innovate and provide continuous improvements to support and enhance your entire application environment.

About Hitachi Consulting

Hitachi Consulting is the global solutions and professional services organization within Hitachi Ltd., a global innovation leader in industrial and information technology solutions and an early pioneer of the Internet of Things. Hitachi Consulting is a business integrator for the IoT era and a catalyst for digital transformation. Using our deep domain knowledge, we strategically collaborate with our clients to help them innovate faster, maximize operational efficiency and realize measurable, sustainable business and societal value. As a consulting-led solutions company, we can help you leverage data as a strategic asset to drive competitive differentiation, customer loyalty and growth. To learn more, visit www.hitachiconsulting.com.