



# Application Maintenance

Even for organizations with a sizable in-house staff, maintenance and support of software applications can be extremely challenging. Especially since the competitive landscape often requires you to invest your own resources in core applications development. Goldstone offers an alternative. We have developed a proven roadmap for outsourcing software maintenance and support that delivers improved efficiencies and lower costs.

## Proven Credentials

Our software maintenance team is comprised of experts with in-depth domain knowledge and experience in a wide range of technologies. We understand your needs and develop a customized maintenance program that draws upon established methodologies and a state-of-the-art infrastructure.

*What It Means to You:*

- **Reduced Costs**
- **Highly Experienced and Well Qualified Resources**
- **Stable Maintenance Environment with Assured Service Levels**
- **Unencumbered In-house Resources**
- **Strong Process Orientation**
- **No Staffing Issues**
- **Thorough Documentation**

## Phased Transfer Approach

Perhaps the most important step in the maintenance relationship is a smooth transition. Our transition methodology gradually shifts maintenance responsibilities from your team to ours.

*We accomplish in four phases:*

### Phase I

- *Select team based upon the execution platform, operating systems, software environment, business environment, databases, etc.*
- *Obtain thorough understanding of the business domain and a complete understanding of the application implementation*
- *Configure the right maintenance model along with a gradual knowledge transfer to the offshore maintenance team*

### Phase II

- *Stabilize infrastructure and the support processes*
- *Obtain thorough understanding of the scope and complexity of technical and business issues*
- *Distribute work between client and offshore maintenance teams*
- *Provide training in the areas required to the maintenance team under the guidance of the onsite team*
- *Schedule workload and system analysis*

### Phase III

- *Acquire complete knowledge of application execution environment, operational knowledge, business logic and structural/design knowledge*
- *Offshore maintenance team to perform most change request activities on its own, including help desk calls*
- *Client team to retain highly critical activities like change prioritization and version control*

### Phase IV

- *Provide steady state support*
- *Assume entire maintenance operation, from versioning and end-user support, to help desk activities*

## Maintenance Levels

Depending upon the importance of a 'change request' and the expected turnaround time, we classify the levels of maintenance support into three categories:

Level	Expected turn-around time	Example	Execution Plan
Level I	Less than one business day	<ul style="list-style-type: none"> <li>● Help desk calls</li> <li>● Production run outages</li> <li>● System crashes</li> </ul>	<ul style="list-style-type: none"> <li>● Unpredictable, but generally low number of calls</li> <li>● All change requests are of <b>high priority</b></li> <li>● In depth knowledge of the application expected</li> <li>● Extensive end-user interaction may be involved</li> </ul>
Level II	Less than one business week	<ul style="list-style-type: none"> <li>● Minor enhancements</li> <li>● Minor corrections</li> <li>● Simple business logic changes</li> </ul>	<ul style="list-style-type: none"> <li>● Possible scheduling of work load among support team</li> <li>● Programmers can take over implementation once analysts complete the analysis</li> <li>● Higher ratio of analysts to programmers</li> </ul>
Level III	More than a business week	<ul style="list-style-type: none"> <li>● Major enhancements / migrations</li> <li>● Application / Business logic changes</li> <li>● Creating better user interfaces</li> <li>● Providing code patches</li> </ul>	<ul style="list-style-type: none"> <li>● Highly predictable work load distribution</li> <li>● Each change request can be addressed as a separate project / assignment</li> <li>● Higher number of development staff involvement</li> </ul>

## Quantifying Performance

Goldstone uses a quantitative analysis technique to monitor the success of the maintenance activity.

Some of the metrics we collect are:

- Nature of change requests per month: corrective, preventative or enhanceive
- Lines of code affected per change/number of programs affected per change
- Modification resources: time/effort/cost per change request
- Mean Time to Repair and Mean Time to Fail
- Number of change lines of code per day
- Number of full lifecycle change codes per day
- Testing time per day

## Expertise in Diverse Platforms

We have expertise in a range of software platforms such as IBM Mainframes, AS/400, Unix, Linux, Sun Solaris and Windows NT. Our comprehensive mix of skills enables quick ramp-up of resources for both large and small application maintenance projects.

## Tools

We incorporate the best of breed tools in our software maintenance process. Further, our processes are tailored on ISO-9000-3 for a high-degree of predictable and reliable operations.



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