








## Application Management Services (AMS)

Boost your internal efficiency with fast and reliable support through Application Management Services.

**Our experts have developed this maintenance solution to offer you an operational service commitment for your PLM/3DEXPERIENCE® infrastructure:**

- Improve the user experience of your tools
- Reduce your costs by outsourcing the maintenance of your infrastructure
- Take advantage of a reactive and quality service by defining together SLAs
- Solve problems quickly and efficiently using ITIL as a guide
- Save time to allow your internal resources to focus on high value-added tasks

What we offer:

				
<b>Availability</b>	<b>Proactivity</b>	<b>Reliability</b>	<b>Flexibility</b>	<b>Quality</b>
Platform available at 99.x %*	Monitoring the level of applications to prevent possible	Offer based on ITIL V3	Remote or on-site assistance depending on the level of demand	Implementation of quality indicators supervised by a service manager

*\* This means that for 250 working days per year, the services are available at least 247.5 days (10% availability means: the service is operational for 250 working days).*

### ITIL and SLA, guarantees of quality

**ITIL** (IT Infrastructure Library) is the most widespread repository of best practices in terms of IT service management.

**SLA** (Service Level Agreements) is an agreement that guarantees a certain level of service: Monday to Friday from 8.30am to 6pm, with a 24/7 option, personalized service.



For more information:  
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## Example of our Standard SLAs:

Consequence Impact on the operational process	Emergency	Response time
1-Significant	1-Significant	2 = 1 hour
2-Obvious	2-Obvious	3-4 = 3 hours
3-Minor	3-Minor	5-6 = 24 hours
4-None	4-None	7-8 = as planned

### Choose oGre AMS, the solution for your PLM/Dassault Systèmes IT infrastructure:

Ensure the deployment and operation of your PLM IT infrastructure for the 3DEXPERIENCE® platform with a wide range of services. Depending on your needs, we can:

- Maintain your systems
- Ensure proactive maintenance
- Maintain your platform in operational conditions in compliance with your SLAs and the associated services of the ITIL standard.

### Benefits of oGre:

- 1 Define and adapt the standard offer to your needs.
- 2 Clearly define the roles and responsibilities of each individual.
- 3 Structure, standardize and automate your workflows through ITIL-based application management.
- 4 Eliminate unnecessary activities and focus on important issues.

Find all our support oGres.  
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