






# APPLICATION MAINTENANCE SERVICE (AMS)

**Boost your teams efficiency with a reliable and quick support thanks to AMS**

**Our experts have developed this maintenance offer to provide you with 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 SLAs together
- 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 last update of applications to prevent possible incidents	Offer Based on ITIL V3	Remote or on-site assistance depending on the level of demand	Implementation of quality indicators fed by a service manager

\*It means that for 250 working days per year, the services are available for at least 247.5 days (100% availability means: the service is operational for 250 working days)

# APPLICATION MAINTENANCE SERVICE

## ITIL & SLA, a guarantee of quality

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

**SLA** (Service Level Agreement) is an agreement that guarantees a certain level of service: Monday to Friday from 8:30 a.m. to 6:00 p.m., with a 24/7 option, personalized service.

### Example of our SLAs Standards\* :

Consequence Impact on the business process	Emergency	Time of answer
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 scheduled

## Choose the AMS offer, 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
- Operate your platform considering your SLAs and related services of the ITIL standard.

### Benefits of the offer :

- 1 Define and adapt a standard offer for your needs.
- 2 Clearly define everyone's roles and responsibilities.
- 3 Structure, standardize and automate your workflows through ITIL-based application management.
- 4 Eliminate unnecessary activities and focus on important topics.

Find all our offers of support by scanning this code



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