

Managed Application Maintenance Services

Highlights

Bamboo's Managed Application Maintenance Services provides a cost-effective way for organizations to maintain and enhance their existing software assets.

Bamboo MAMS allows an in-house IT organization, a software developer or end-user to focus on the implementation of new features rather than expend resources on long-term maintenance.

Features and Benefits

- **Reducing the Cost of In-House Maintenance:**
Outsourcing application maintenance can save companies up to 75% over in-house costs and frees up development time to focus on developing new functionality.
- **Technology Experts with Extensive Experience in Application Design, Development and Testing:**
Bamboo's expertise in Technology is reflected by its CMMI Level 5 compliant implementation methodology and its pool of domain and industry experts.
- **Cost-Effective Implementation:**
Bamboo's Offshore Development Center in Guangzhou assures a cost effective 24*7 service offering.

Overview

Bamboo's Managed Application Maintenance Service (MAMS) is a complete solution for maintaining, enhancing and protecting the value of your Application Assets.

Enterprises have significant investments in IT assets that enable their business and deliver appropriate returns. These investments are made over a period of time and spread across the technology spectrum, from legacy platforms to client-server systems to more contemporary multitier web-based applications. Surveys of IT spending indicate that organizations spend up to 70% of their IT budget on non-discretionary costs* — in other words, costs to maintain current IT functionality and operations. Therefore, it is critical that enterprises control the cost of IT management and application maintenance in order to free resources for development of new functionality.

MAMS enables enterprises to outsource their application maintenance to Bamboo in order to focus on their key product development. Not only does this provide Bamboo's customers with a cost effective way to manage their applications, but also eliminates the various internal bottlenecks involved in resource utilization and product completion.

To ensure easier transition of MAMS, Bamboo provides an option to outsource a trial segment of maintenance which provides a low risk entry into the use of outsourcing. The transition can then be accelerated as the savings are realized

End User Features

Bamboo's MAMS is a part of the complete range of Bamboo Technologies Software Asset Lifecycle Management Solutions, designed to provide the highest level of business value to your existing end users.

Our team works to define and implement an effective maintenance strategy which is a combination of manual and automated testing methods, performance improvements, increased scalability and support for enhancements.

We provide comprehensive QA and maintenance solutions for a range of enterprises as well as common enterprise applications. Our expert maintenance teams follow well defined QA methodologies and best practices to ensure faster time to market for software products. Strong domain expertise, extensive technology skills, process focus, efficiency and innovation enable us to provide value-added Quality Assurance solutions to our customers worldwide.



Detailed Features

Outsourcing Readiness Analysis

- Before taking up any engagement, Bamboo assesses the application being outsourced and consults on the value-add that Bamboo can bring.
- This enables customers to estimate the cost savings from outsourcing the work to Bamboo.

Maintainability Analysis

- Our expertise in having maintained applications across a wide range of platforms enables us to understand the various checks required in complying with global standards in application maintenance.
- Replicating the application environment is as crucial as the maintenance itself. Our team conducts and verifies a detailed configuration before starting the maintenance process.

Application Maintenance

- Our core testing team will review and validate each application module and design maintenance plans.

Application Support

- Bamboo's maintenance team delves into the application features and scripts. Bug fixes and enhancements are prioritized with the customer and performed.

Help Desk

- Having worked with customers globally, we realize the benefits of after-sales service for our customers. Hence, Bamboo works with its customers to implement a remote help desk to solve queries and support your end users.

Corrective Maintenance

- This is the first level of the maintenance process wherein our maintenance managers fix defects in the applications to ensure compliance to users requirements

Adaptive Maintenance

- This is the second stage of maintenance where Bamboo anticipates and understands the user needs and responds to user requests, upgrades and enhancements within a short turnaround time.

Preventive Maintenance

- This is the final stage of maintenance wherein Bamboo's maintenance managers anticipate potential defects and prepare for end user change requests.

Application Testing

- Bamboo's team of highly skilled testers and test designers will ensure that every new software or application update is thoroughly tested before being sent to the end user.

For more details, please write to:

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