

**On this information Sheet:**

- ∅ *Our Service Offering (Side 1)*
- ∅ *Our range of Technical Expertise (Side 2)*
- ∅ *Example Remote Maintenance Model (Side 2)*

If the information you require cannot be found in this information sheet, please take a look at our Website:

www.ecode.org.uk

This information sheet is also available in the following languages:

- ∅ *Deutsch*
- ∅ *Français*
- ∅ *Italiano*
- ∅ *Magyar*
- ∅ *Română*

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Side 1

Remote Application Maintenance

Seamlessly working in tandem with our clients and our offshore partners' state-of-the-art development centres in India and Eastern Europe, eCODE is able to offer its customers a range of application maintenance and support services to suit most requirements:

- Dedicated on-shore Help Desk number with local or remote diagnostic capabilities under local eCODE management control
- User 'hand-holding' to overcome communication, interface and usage difficulties
- First and Second-Level production support requests, including full diagnostic problem resolution
- Temporary work-arounds and shared repository bug-fixing
- Secure, offsite server backup facilities
- Product enhancement and customisation requests with business-domain-specific knowledge and fully integrated version control / configuration management
- A choice of offshore maintenance locations, which includes optional telephone support in most of the major Western European languages.

The Application Maintenance Life Cycle undertaken by eCODE normally evolves in 4 stages:

Stage I. Onsite Assessment & Planning

- Initial Orientation & Project Planning
- Infrastructure Analysis
- Detailed Product Study
- Documentation Review
- Prepare Transition & Knowledge transfer Plans
- Agree Service Levels with Business Systems Owners

Stage II. Knowledge Transfer & Transition Phase

- Knowledge transfer including Application & Code drill-down
- Transition Plan implementation

Stage III. Offsite, Onshore Product Support & Maintenance

- Full offsite cover from a choice of pre-agreed onshore locations

Stage IV. Seamless Transfer to Offshore Support & Maintenance

- Phased transition into full offshore support
- Ongoing product maintenance

Please refer to our Website at www.ecode.org.uk for up-to-date details on these and other aspects of our unique, UK-managed, added value service offerings.

Core IT Competencies

in the business domain . . .

- Aerospace, Aeronautics & Automotive Software
- Banking & Financial Services
- CRM & ERP
- Insurance and Re-insurance
- Dynamic Web Updating & Content Management
- Telecommunications
- Utilities

in the software domain . . .

- IBM & Unisys Legacy Conversion
- IBM Assembler, COBOL, FORTRAN & PL/I
- C, C++, C#, .Net, VB
- DB2, Informix, Oracle, SQL Server
- HTML, XML, Java, EJB and other web-oriented languages and environments

with the following skillsets . . .

- Project and/or Team Management
- Database Administration & Maintenance
- Business & IT Infrastructure Analysis
- Help Desk & SLA Reviews
- On-site liaison between the client, eCODE and our offshore partners.

All eCODE's maintenance partners are quality certified at ISO 9001, SEI CMM Level 4 or 5 or Six Sigma

Our Remote Application Maintenance Methodology

Thanks to the strategic placement of our partners' development and maintenance facilities around the world, we are able to make full use of time zone differences to locate and resolve most problems before the start of the next working day at our clients' locations.

