

## Case Study >> *Four months to set up support for 400 applications*

### Overview

Econ identified the applications and implemented a support model on time and within budget. Since the inception of Econ's Application Management processes, the customer has had an improved resolution rate of 40 percent and has decreased support cost by 25 percent. Econ helped the group achieve its goals and clean up an on-going 20-year application support problem. The IT group now focuses on engaging with the business to develop new tests and validations for vehicle components.

### Business Challenge

A Fortune 20 manufacturer had a portfolio of 400 testing and validation applications that when broke, took an extraordinary amount of time to fix leading to delays in getting product to market. A new Group Manager ordered his IT team to "fix the mess". The team needed to determine how to cost-effectively support the applications with no or minimal risk to business continuity. The group needed the applications supported within four months.

### The Solution

Econ called on its Application Management Team (AMT) to assess and support the applications. Using an application assessment pre-qualification and qualification process, they evaluated each application for supportability. They reviewed source codes (if available), documentation (if it existed) and other support elements. Working with endusers, application owners and application support vendors (if any), the AMT determined the support service requirements such as Service Level Agreements, and the business impact. The AMT also created support configuration requirements and documented the process and procedure changes to the Econ Application Management Framework (AMF).

The AMF was configured to support the 400 applications providing a User Management Service Desk (UMSD) so the end-users had a single point of support. The UMSD can access processes, procedures, and support documentations for all the applications allowing for easy resolution of incidents.

As part of the UMSD, the AMT implemented an Integrated Support Management System (ISMS), a Web-based system that readily allows users to enter incidents and review their status. The system provides the UMSD and all Secondary Support Staff with knowledge base functions such as workarounds and resolutions.

The AMF supplied an Incident Management Group to resolve complex and technical incidents. The AMF created a Release Management Team that defined relationships with vendors EDS, HP, and Compcom.

The AMF was tested and deployed.

### Results

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### Overview

Support "home grown," non-documented applications.

Assess, document and define the application, then implement a application support service successfully.

Apply Application Management to minimizes unplanned application downtime, business interruptions, and maximizes the business benefit by placing applications in an application support framework.