



## Application Support Services

### Supporting business applications

Business software frequently needs updating and extending. However, it continues to be difficult to hire (and retain) people with the technical skills and customer-service ethic required for in-house software support. The challenge is even greater for older software environments where experienced developers are hard to find.

Most software developers want new development work or to be involved in strategic software implementations. Do not get stuck in the never-ending cycle of taking months to recruit new support staff then months to train them, only to have them leave for "better prospects". Then to start the recruitment process all over again, hoping for a better result each time round. This is costly and unproductive.

### Velocity Engage is a specialist software support company

Velocity Engage provides software support services to customers who want their business applications to operate effectively, efficiently, and securely and to adapt to the evolving needs of their commercial environment.

Established in 1998, we have over 20 years' experience in providing software services to corporate customers.

Velocity Engage offers three types of software support:

- Full-time dedicated personnel
- Part-time dedicated personnel
- Support delivered on a task or request basis. Requests are lodged by the customer; work is undertaken, and the customer is notified upon successful completion of the request. All work is overseen by an experienced Service Delivery Manager and is carried out in accordance with a formal Service Level Agreement.

### 6 reasons why Velocity Engage should power your application software support:

#### 1. You can focus your energies on strategic initiatives

Keep your people focused on building the future, not maintaining the past. Dedicate your internal team to delivering the innovative technology platforms that will keep your business competitive and successful. We will look after yesterday's applications while you build tomorrow's.

#### 2. You secure hard-to-find technical skills

Finding people with the skills needed to support previous-generation software is getting more and more difficult. Good people are hard to find, difficult to recruit and costly to keep as employees. If you are results driven, Velocity Engage has the answer to your software support.

#### 3. You can reduce costs

In many cases, you won't need a full-time support person. Having a part-time resource, whose workload can be scaled up and down, provides cost savings over hiring a regular employee. We can also reduce expense by leveraging our geographic footprint. This helps deliver the skills and capabilities needed to provide great software support.

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For further information or enquiries, please contact us at:



(A member of the Velocity Group)

7th Floor Golden Star Building, 20-24 Lockhart Road, Wan Chai, Hong Kong

+852 2915-5096

+852 2834-8852

info@velocity-engage.com

velocity-engage.com

## Velocity Engage solves software support

Velocity Engage addresses your support needs by:

- Solving software problems
- Answering questions from business users
- Adding new features
- Creating new reports and data extracts
- Building interfaces between systems
- Performing software upgrades
- Ensuring that any upgrade or software change is fully tested
- Managing the database your software uses
- Migrating data between old and new software applications
- Managing the technical environment in which the software operates
- Making sure your software is secure and that access is limited to approved personnel
- Building high-quality system documentation for both your technical team and business users

### How are services delivered?

Services for full-time or part-time dedicated personnel are delivered either on-site or remotely or by a combination of the two. Task or request-based support is typically delivered remotely with on-site visits undertaken as per the SLA. Support requests are lodged by telephone or email and are tracked through to completion using either our comprehensive Support Management System or your own in-house workflow software.

### What is included in a Service Level Agreement?

An effective SLA benefits both the customer and the service provider. Our template SLA includes the following key details:

- a thorough description of the services to be delivered
- the required levels of service
- the duties and responsibilities of each party
- the metrics by which service performance is measured
- a protocol for adding and removing metrics
- a mechanism for updating the agreement should support needs change over time

A clear, concise, comprehensive SLA is the foundation for mutual success.

### What is the next step?

Contact Velocity Engage. We are here to help.

## 6 reasons why Velocity Engage should power your application software support:

### 4. You improve team morale

Let's face it, legacy software support isn't exactly a glamour posting. Most software developers want new development work or to be involved in strategic software implementations. Giving your people the most interesting work and best opportunities will have a positive impact on team morale. This translates into high retention and well-motivated staff.

### 5. You break free from the Recruit-Train-Replace cycle

Don't get stuck in the never ending cycle of taking months to recruit new support staff then months to train them, only to have them leave for "better prospects" once they finally become productive. Then to start the recruitment process all over again, hoping for a better result each time round.

### 6. You can leverage flexible staffing

Flexible staffing is incredibly useful when moving to a new software application or core business system. Hiring regular employees to support this transition may result in an overflow of staff once the transition is done. A preferred approach is to use a flexible resourcing model to look after legacy support and data migration. Once the old system has been replaced, the legacy support and migration personnel can be released.

IBM  
AS/400  
System i



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