SOLUTION BRIEF

APPLICATION MANAGEMENT SHARED SERVICES

Our Industries

Government
Justice and Public Safety
Health
Energy
Commercial

Our Application Management Shared Services offering allows companies to focus their limited IT resources on key strategic initiatives. We do so by taking the worry out of maintaining your non-core applications, applications that are difficult to staff, or represent new technologies to your business. We do so by leveraging teams who have experience sustaining and enhancing applications in three major areas: Oracle (PeopleSoft, Forms), Microsoft (Dynamics 365, .Net, O365, Power BI, Azure), and Content Management (SharePoint, OpenText); all of which include proficiency with major database providers (e.g. Microsoft, Oracle).
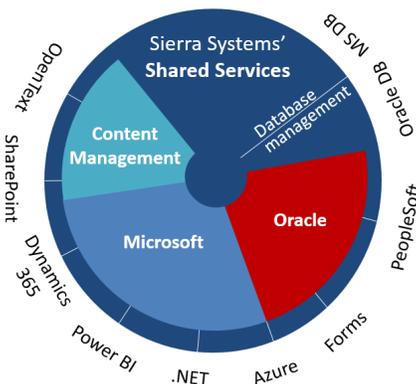
By leveraging teams across multiple clients we are able to scale our services from small part-time needs to that of a larger team. We make it easy to begin work with us by having well defined levels of services, a menu of choices to help quickly refine your needs, a ticketing solution accessible via the web, an application management specific, SMART Methodology™, and an extensive reporting solution that is all included in our market competitive rates.

Technology areas of focus

OUR APPROACH

Our approach to shared services includes published best practices, standard support documentation and our proprietary Solution Management and Request Tracking SMART Methodology™ to help clients take control of their application environments. This methodology is a published authoritative guide to creating a successful application support and maintenance environment. Our ITSM toolset, SupportApps, is a custom in house solution that is aligned with our methodology and available via the internet for customers and team members alike.

Our tools, skilled resources and methodology enables clients to better support, maintain and enhance applications – resulting in decreased costs, increased productivity and streamlined operations. Further, our process provides complete transparency as well as a mechanism to drive continuous improvement and to identify opportunities for cost savings. We recognize that all clients are not the same, nor are the needs for each application. To facilitate a quick engagement and overall clarity we provide some options for the level of service required. As with anything, we can customize to meet your needs.

Benefits

- Established and trusted partner with deep vendor relationships
- Mature tools, processes and services make it easy to engage and deliver
- Scalable, professional staff help reduce the pain of technology burden
- Deep industry experience focused on service uptime and risk mitigation
- Best practices delivery, SMART Methodology™

Learn More

To learn more about how our services and solutions can benefit your organization please contact:

contact@sierrasystems.com
1-877-688-1371
sierrasystems.com

OUR DELIVERY TEAMS

Sierra Systems' shared services teams represent the full spectrum of expertise in technologies. In addition, we have the industry expertise (Canadian government, commercial, energy and utilities, health, justice and public safety) necessary to meet your organization's goals and objectives. From delivery managers and business analysts and developers to database experts, our qualified shared services teams have the skills and experience to support and enhance your environment. Our services are provided via a remote delivery model and can include a small onsite presence (typically a delivery manager and/or analyst).

OUR SERVICES

Sierra Systems focuses on project transition, stabilization and ongoing support, operations, maintenance and enhancement services. We provide comprehensive service offerings, flexible delivery options and pricing to meet your changing business needs. A sample of our services includes:

- Transition from implementation project, other vendors or internal delivery
- Delivery management, service management, and reporting
- Central email and toll free phone point of contact
- Application user, role and security administration
- End-user functional support and incident management
- System configuration, administration and security
- Bug fixes, system enhancements and reports
- Proactive maintenance including service packs, patches, hot-fixes
- Production and non-production environment monitoring and management
- Environment release and deployment management
- Non-production environment provision
- Support integration with other business systems
- End-user training
- Liaison to vendor(s) of record