

Support and Maintenance Services

IT investments are only worth the value they bring to business. The overriding focus of Object's support and maintenance services is on delivering the benefits our clients seek from their significant software investments. Our broad range of support and maintenance services will ensure that your software solution will be a business success long into the future. We can extend the life of your application, ensuring that it remains one you can rely on, and reduce key dependencies.

Object's differentiation

Object's advantage in providing application support stems from our deep breadth of technical expertise coupled with our impressive track record in building and delivering highly-complex, multi-tier, multivendor enterprise-scale applications that are robust, scalable and will give a long service life. We are experts at understanding how complex systems are designed, built and delivered, and therefore at diagnosing where a fault may be and how to fix it.

Our technical expertise means that we manage the risk associated with potential application defects and their business impacts by resolving issues quickly and keeping your business running as smoothly as possible.

Support and maintenance services

Object's dedicated support and maintenance team services applications we develop, and takes on support for existing client applications. Typically Object's services are provided from our support centres in Sydney and Melbourne, where we have invested in the infrastructure to enable us to remotely access your site, so that problems can be rapidly diagnosed and resolved. We also provide onsite call out services if required.

Object's support and maintenance services include:

- Fault Analysis and Resolution
- Defect Rectification
- Change Requests / Application Enhancements
- Problem / Incident Management
- Software Configuration Management
- Software Upgrades
- Performance Health Checks
- Source Code Reviews
- Improvements / Cost Reduction Audits.

“ Object Consulting has been responsible for the development and maintenance of our key line-of-business application since its implementation in October 2001. We have been particularly impressed by the stable tenure of Object's workforce during the life of the relationship, which has resulted in consistent, high quality support to Mortgage Choice. ”

Mark Newton

Chief Information Officer
Mortgage Choice Limited

Customer focus

- ✔ Although still highly relevant, the value proposition in IT today is more than technical and product excellence; it is about having access to the people who can help make sense of it all.
- ✔ Adopting a very collaborative engagement model across IT and business stakeholders, Object bridges the gap between business strategy and IT, ensuring users get what they really need.
- ✔ Demystifying the technology with clear unambiguous communications is central to delivering solutions that link business processes to quality maintainable IT solutions.
- ✔ Object's practice teams have been formed around delivering solutions that companies need to prosper in changing times.

Technology expertise

Retaining people with the knowledge and skills to perform maintenance is challenging and Object is proud of the fact that we have maintained a very stable technical support team over a number of years who have significant knowledge of our clients' applications, processes and systems. Our consultants have a deep level of technical expertise across Enterprise Java, .NET and Open Source technology platforms developed through exposure to a great many techniques and projects across a wide range of industries.

Object keeps abreast of the latest releases, tools and techniques in order to maintain a pool of experienced talent to leverage across projects as required. We also maintain skills in mature technologies that allow us to provide you with the peace of mind that you can only get by choosing a partner with a focus on long service life rather than on relentlessly chasing the latest technologies for their own sake.

Object has extensive experience in working with other vendors that typically provide Level 1 and Level 2 support. Our technical experts leverage their application specific expertise to provide an understanding of cause and effect factors. In addition they can access the experience of a large number of experienced colleagues. When you engage Object, you access the knowledge and experience of our whole company, not just an isolated team or individual.

Customer engagement process

Object works closely with each client to meet their individual support and maintenance needs. Our dedicated and experienced support team provides regular reports using agreed metrics so that the client has a high visibility of the health and status of their critical business applications.

Flexibility

We have a variety of engagement models to suit your needs, with a combination of time and materials and fixed price support arrangements available. We can even tailor make an agreement together with SLAs to meet your specific needs. Talk to us about how we can tailor a support and maintenance agreement to suit your organisation.

Track record

Object has a strong track record in providing application support to a wide range of Government and corporate clients. Our experience includes support for mission critical applications with a requirement for high availability, transaction volume, performance, accuracy and integrity.

Why Object

- ✔ For over two decades, Object has successfully delivered innovative and quality solutions to Australia's Top 500 organisations.
- ✔ Our 250-strong team delivers services and projects ranging from business consulting, technical services and specialised training programmes - supported by best practice tools, processes and methodologies.
- ✔ At Object, we pursue innovation through investments in our people and capabilities. Object's Practices provide the path to improving capability and delivering innovation to our clients.
- ✔ Object's Practices have a continuous focus on building iP and solutions around changing customer needs and business challenges.

About Object Consulting

Object Consulting delivers high quality, leading edge enterprise business solutions through the innovative use of component technologies.

Sydney

Level 25 Northpoint, 100 Miller Street
North Sydney NSW 2060 Australia
phone +61 2 9459 3300

Melbourne

Level 5, 451 Little Bourke Street
Melbourne VIC 3000 Australia
phone +61 3 8615 4500

info@objectconsulting.com.au

www.objectconsulting.com.au