

Navigating Change

Elevating Application
Management for
SMB Success



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Executive Summary

Unlock the full potential of your organization's applications with our comprehensive guide, '**Navigating Change: Elevating Application Management for SMB Success.**' In this insightful ebook, we delve into the crucial decision-making process behind changing vendors, emphasizing the power trio of quality, cost, and reliability. Backed by client success stories, we explore the path to building strong vendor-client relationships through low-risk tactical engagements.

Our guide covers the seamless mastery of transitions, the importance of expertise, experience, and excellence in application management, and the critical aspects of navigating **data security** and compliance. We address the challenge of breaking free from vendor lock-in and emphasize the significance of embracing learning and adoption for sustained success.

As we answer your questions about the road ahead, we provide a platform for real voices attesting to our quality and service. Discover the secrets to maximizing value with a focus on ROI, and conclude your journey with a deeper understanding of how informed choices can elevate your organization's application management strategy. 'Navigating Excellence' is your roadmap to transformative success in the dynamic landscape of application management services.





Introduction

Effective application management is the need of the hour for organizations looking to drive sustained success and growth. According to Gartner, annual application development and support investment accounts for roughly **43% of total IT spending**, a figure that underscores the pivotal role applications play in the digital age. Within this substantial investment, half is allocated to new development projects, while the other half is dedicated to maintaining existing systems.

Now, let's pause and consider the implications of these statistics. By the end of 2023, nearly 40% of **application maintenance** and modernization work will be outsourced as multiyear Application Management Services (AMS) contracts. These numbers are a testament to the growing importance of AMS in the IT landscape.

Why should these numbers matter to you?

If you are a CIO or a tech leader, you know how crucial effective management and measurement of AMS operations are for the success of an organization. By reducing the number of IT resources required for routine **application maintenance** activities, IT leaders can redirect their focus toward driving innovation, enhancing existing applications, and implementing cutting-edge technologies that create value across the entire enterprise.

Essentially, AMS becomes the catalyst enabling your organization to adapt, evolve, and thrive in a dynamic business environment.

In this comprehensive handbook, "Navigating Change: Elevating Application Management for SMB Success," we embark on a journey together. We'll explore the intricacies of AMS, dissect the key factors that drive success, and unveil the strategies that will empower your organization to meet and exceed your application management goals.

Whether you're considering a change in vendors, seeking to optimize your current AMS, or simply looking to stay ahead in the ever-evolving tech landscape, this handbook is your trusted guide.



Chapter 1:

Navigating the Decision to Change Vendors



Change is a constant in the ever-evolving landscape of business technology. For any organization, transitioning from an incumbent IT services vendor to a new partner requires careful consideration of challenges and opportunities. In this chapter, we'll zero down on the critical considerations before transitioning to a new AMS partner.

The Decision Dilemma: Addressing Considerations and Apprehensions

While deciding to switch AMS vendors, IT leaders must consider the following challenges that may weigh on the minds of the buying committee and the IT team:



1. **Performance and Quality:** One of the foremost concerns during this transition is the potential drop in service quality or performance. After all, the current vendor has been providing a level of service that an organization relies on. The buying committee will need assurance that the new vendor can match and potentially exceed the existing partner's quality of services.
2. **Disruption to Business Operations:** Switching vendors inherently carries the risk of disrupting your business operations. Downtime, delays, and hiccups can impact productivity and profitability. Rest assured, the buying committee will want to ensure the transition process is smooth, with minimal disruption.
3. **Familiarity and Relationship:** The existing vendor likely has a strong working relationship with the company. The familiarity, understanding of unique business needs, and trust cultivated over time are valuable assets. Hence, the buying committee may hesitate to disrupt these relationships, knowing that the vendor-client dynamic significantly influences the success of the application management strategy.
4. **Integration Challenges:** Applications rarely exist in isolation. They are often part of a complex ecosystem intricately woven into your business processes. The buying committee will be rightfully concerned about the new vendor's ability to integrate seamlessly with the existing systems and applications.
5. **Data Security and Compliance:** Data security and compliance are non-negotiable for modern organizations. Especially if your applications deal with sensitive customer data or proprietary information, the buying committee will require ironclad assurances that the new vendor has robust security measures and compliance standards in place.

The Decision Dilemma: Addressing Considerations and Apprehensions

While deciding to switch AMS vendors, IT leaders must consider the following challenges that may weigh on the minds of the buying committee and the IT team:

6. **Transition Plan:** To ensure a successful transition, the buying committee will need a detailed and well-defined transition plan from the new vendor. This plan should outline how they intend to migrate services from the incumbent without disrupting ongoing operations. Clarity and precision are critical.
7. **Expertise and Experience:** An organization's AMS is not a one-size-fits-all endeavor. The committee may be concerned about the new vendor's level of expertise and experience in handling similar AMS projects. They will want to see a proven track record in the industry, demonstrating their capability to meet the company's unique needs.
8. **Cost Implications:** The buying committee will seek a comprehensive understanding of the financial implications of switching vendors. This includes potential upfront costs, ongoing expenses, and the prospect of cost savings or efficiency gains.
9. **Vendor Lock-in:** No organization wants to feel trapped in a long-term contract that fails to meet expectations. The buying committee will be keen to ensure they have the flexibility to change vendors again if needed, avoiding the dreaded vendor lock-in.
10. **Employee Training and Familiarity:** Your employees are the lifeblood of your organization, and their comfort and familiarity with existing systems are essential. The committee will consider the learning curve and potential resistance your employees may face when adapting to a new vendor's approach.



Evaluating Your Current Application Management Service Provider:

Key Inquiries

Q1 When was the last time your organization procured a new AMS vendor, and why is this timeframe significant?

Answer: It's essential to consider when the organization last acquired a new AMS. Technology evolves, and business needs change over time. IT leaders must periodically evaluate their current AMS vendor. Periodic assessments ensure that the AMS aligns with evolving requirements and capitalizes on technological advancements.

Q2 Have you maintained the latest version of your current AMS?

Answer: Maintaining the AMS stack's up-to-date status is crucial, as neglecting updates may result in missed chances for enhanced functionality. Ensuring that the AMS operates on the most recent version is essential for optimizing its capabilities.

Q3 How would you describe the relationship between your organization and the current vendor?

Answer: The vendor-client relationship holds great significance, particularly for smaller organizations that heavily depend on vendors for troubleshooting and customization. It's essential to evaluate whether the partnership is characterized by positive collaboration or if there's a significant gap in communication and coordination.

Q4 Are there noticeable gaps in your existing software's functionality, and what forms do these gaps take?

Answer: Gaps in the existing software stack's functionalities can manifest in two ways: a lack of basic functionalities that hinder operations and the inability to extract specific data from applications (data availability and accessibility constraints), barring relevant stakeholders from accessing the right data when needed.

Q5 Does your current AMS vendor deliver cost-effectiveness and efficiency?

Answer: AMS vendor and associated systems should save time and resources, allowing the organization to focus on other crucial tasks. Thus, assessing whether the current AMS optimizes the organization's investment is vital. IT leaders must consider whether newer generations of software offer enhanced functionality without significantly increasing costs, providing better value for the investment.



Exploring the Benefits of New AMS Partnerships

When considering the advantages of forging new Application Management Services (AMS) partnerships, it's essential to recognize the broader benefits that extend beyond specific vendors or systems, such as:

Access to new expertise & perspectives

01

AMS providers are experts in their respective domains, with deep knowledge and experience in managing applications and systems. By collaborating with a new AMS provider, organizations gain access to a wealth of expertise and insights that the current vendor cannot deliver. Exploring new partnerships can help businesses adopt best practices, streamline operations, identify potential challenges, and avoid costly mistakes.

When exploring new AMS partnerships, one notable benefit is innovation. As a new AMS brings fresh thinking into your IT ecosystem, it helps shape innovative solutions and drives the adoption of cutting-edge technologies, ensuring your organization stays competitive and adaptable in an ever-evolving digital landscape.

Cost Efficiency and Savings

02

Opting for a new IT services vendor can lead to notable cost efficiencies and savings. AMS providers often operate at economies of scale, reducing the need for organizations to invest heavily in staffing, training, and infrastructure. This translates into financial benefits while maintaining or even improving service quality. For businesses with limited IT resources for system management, outsourcing support and maintenance to a more competent AMS provider allows the organization to allocate its IT resources more strategically and efficiently while benefiting from cost savings.

Scalability

03

Modern businesses have dynamic needs, requiring quick adjustments to resources and capabilities. Exploring new AMS partnerships helps organizations understand which vendor can facilitate this scalability, allowing them to respond quickly to changing demands. Whether it's a sudden surge in activity or a need for additional resources, a new AMS partnership can bring forth new opportunities for scalability and optimization without the need for extensive investments.



Exploring the Benefits of New AMS Partnerships



When considering the advantages of forging new Application Management Services (AMS) partnerships, it's essential to recognize the broader benefits that extend beyond specific vendors or systems, such as:

Improved Performance

04

Performance optimization remains a top priority for growth-driven organizations. New IT services vendors bring a renewed focus on performance enhancements, aiming to minimize downtime and maximize system efficiency. Their innovative approaches and solutions can restructure and realign the IT infrastructure, improving overall performance.

Picture a scenario where an organization grapples with legacy systems that frequently experience disruptions. Partnering with a new IT services vendor offers access to their cutting-edge expertise, resulting in improved system performance and reduced disruptions.

Enhanced Security and Compliance

05

Security and compliance are paramount, particularly for businesses handling sensitive data or operating in regulated industries. Talking to multiple AMS providers helps IT leaders understand the compliance and security capabilities at varying levels – they can make an informed decision by choosing the vendor that handles all compliance needs, with 24x7 support for security incidents. It is crucial to partner with an AMS provider that can navigate complex data privacy and security regulations while promising robust protection against cyber threats.

Chapter 2:

Power Trio: Quality, Cost, Reliability



Quality

In the context of Application Management Services, quality transcends service delivery – it represents a commitment to excellence and an unwavering dedication to meeting and exceeding client expectations.

The quality of services of an AMS vendor is a multifaceted attribute encompassing efficient system management, streamlined workflows, prompt incident resolution, agility and scalability, proactive support and maintenance, and more. Moreover, quality extends beyond the present; it thrives on a commitment to continuous improvement, keeping abreast of technological advancements and industry best practices.

An exemplary AMS partner optimizes existing systems and crafts tailored solutions that align seamlessly with the client's unique objectives, fostering a future-ready environment for innovation and growth. Customization is crucial today, and forward-thinking organizations expect nothing less than personalized services tailor-made to fit their unique requirements.

Evaluating the potential AMS partner's track record is mandatory. IT leaders must explore customer testimonials and case studies to understand the quality of services of an AMS vendor. They must aim for positive client experiences and choose a vendor that leverages new-age technology while remaining accountable for agreed-upon SLAs to deliver stellar client experiences.

Real world example:

Neev Systems became Cepheid's – a leading molecular diagnostics company based in the US – reliable partner for their Salesforce application, delivering end-to-end support across all modules and multiple regions. Neev's dedicated implementation efforts and support helped improve TAT and adherence to agreed SLAs (consistently maintained above 98%). By streamlining sales processes and improving quote accuracy, Neev fuelled Cepheid's revenue growth.

Neev's end-to-end delivery and dedicated support highlights that an AMS vendor should be able to deliver the agreed-upon SLAs without compromising the quality of services.

Cost

Cost-effectiveness is a pivotal aspect of choosing an AMS partner. Assessing the cost-effectiveness of an AMS provider involves a holistic evaluation of multiple factors, from pricing models and vendor partnerships to scalability and contract terms. What truly matters is the overall return on investment (ROI) that a vendor can deliver. A competent service provider can efficiently manage your IT infrastructure, minimizing downtime and boosting productivity, translating into substantial long-term cost savings and a robust ROI. However, value should be the guiding principle here – the cheapest option may not always equate to the best solution.

Price transparency is a non-negotiable aspect when engaging with an AMS provider. Clients should have a crystal-clear understanding of the costs associated with the services offered and clear visibility into the contract. This transparency facilitates informed decision-making, eliminating unexpected expenses that could strain the IT budget. The ideal AMS partner offers flexible agreements and pricing models that align precisely with your business's unique needs, ensuring a harmonious balance between cost-effectiveness and performance excellence.

AMS partnerships become particularly invaluable for small businesses operating with limited IT resources. These organizations often lack the extensive IT infrastructure or tech-savvy personnel needed to handle the complexities of modern IT systems. Managed IT services bridge this gap, offering essential resources without the burden of hefty investments in equipment or additional staff. This strategic, cost-effective approach empowers small businesses to thrive in a technology-driven landscape.

Thus, cost-effectiveness becomes a strategic advantage when partnering with the right AMS provider, allowing your organization to maximize the value of IT investments.

Real world example:

Neev believes in cost and resource optimization by implementing the right processes and solutions for various use cases. For instance, our experts helped a leading US-based manufacturing company **reduce integration costs by 25% while increasing asset reuse by 35%.**

Neev Systems implemented and supported Oracle Cloud Applications, custom applications, and integrations for Duraflame, America's Firelog brand leader. Within a short span, Neev successfully stabilized Duraflame's cloud environment, accomplished key initiatives to better leverage Oracle Cloud Applications, and helped contain its implementation and support costs.

Such AMS support is the need of the hour for organizations looking to achieve cost-optimization with value-driven solutions.

Reliability

The AMS partner you choose must be reliable and ever ready to support necessary business requirements. In addition to ongoing support, a vendor's reliability assures they are committed to your organization's success. While choosing a vendor, the importance of reliability becomes evident in several key dimensions:

1. **Continuous Support:** A trustworthy AMS partner offers unwavering support, available 24/7, and extends a dedicated team ready to address customer inquiries and issues promptly. Quick and reliable support minimizes disruptions, ensuring your business operations remain uninterrupted. Reliability means that help is never out of reach, even during holidays. The ability to reach out to experts at any hour, any day, is a convenient safeguard against potential losses caused by downtime.
2. **Prompt Response:** Reliability translates into swift response times. When IT issues surface, waiting until the next business day can entail substantial financial repercussions. A reliable AMS partner offers a clear and rapid response strategy for common IT issues, allowing you to anticipate what to expect whenever support is required. This proactive approach ensures your business remains agile and ready to address challenges with minimal delay.
3. **Proactive Security:** A competent AMS partner proactively safeguards your business. This entails establishing and meticulously maintaining a disaster recovery plan, regular software updates and patches, secure data storage and backup, implementation of endpoint monitoring, and consistently operating antivirus scanners. The goal is not just to address threats and issues as they arise but to prevent them from becoming disruptions in the first place.

IT resilience is synonymous with business continuity, and vendor reliability is a crucial commitment for partnership.



Chapter 3:

Proven Success: Client Stories and CSAT Scores



Neev Systems has been a reliable and trusted IT services provider to numerous organizations across industries and geographies. Our team crafts customized solutions and services in and around enterprise application products, with a promise of 24x7 support. We aim to deliver best-in-class services in Digital Transformation, Cloud Computing, **Application Integration**, **ERP Solutions**, and **Product Engineering**.

Let's look at a few real-world examples to substantiate our claims:



Restoration Hardware (RH), an upscale American home-furnishings company, faced several issues while implementing an IT system for its back-end staff.



Challenges

RH faced operational inefficiencies, limited collaboration, scalability concerns, and the need for unified employee data management.



Recommended Approach

ServiceNow was deployed for IT service management, along with training and the implementation of an end-user portal.



Implemented Solution

Operational areas were segregated, applications were integrated in ServiceNow, and it was used for user onboarding. Integration with OKTA and HCM was done, and scheduled jobs were designed to manage historical records.



Results

The solution led to improved performance, reduced maintenance efforts, enhanced resource management, and a modernized support model with minimal disruptions.

Case Study 2



Cepheid strives to simplify the complex detection and analysis of nucleic acids, such as DNA, across various sample types, including blood, urine, food, and industrial water. Cepheid's operations required a streamlined approach to collect and integrate data from diverse sources.



Challenges

Cepheid needed to integrate ServiceNow with dynamic Excel templates, automate data imports, and enhance data collection efficiency from diverse sources.



Recommended Approach

The solution involved analyzing existing processes, identifying bottlenecks, integrating ServiceNow with Excel and SAP ECC, and providing comprehensive training and support.



Implemented Solution

A cohesive system integrated with SAP ECC was created, standardizing processes, offering a status overview, and enabling data-driven decision-making.



Results

The implemented solution led to integration with third-party systems, improved operational efficiency, enhanced executive visibility, and reduced downtime, boosting overall productivity.

Case Study 3



GDT is a global IT solutions provider and network integrator. GDT grappled with inefficient and fragmented IT processes, causing extended IT issue resolution times and employee dissatisfaction.



Challenges

GDT faced outdated systems and limited scalability, leading to inefficient and fragmented IT processes.



Recommended Approach

Implementation of ServiceNow for IT Service Management, aiming to automate workflows, enhance communication, and establish performance tracking.



Implemented Solution

The solution involved asset configuration automation, application security, identity management, multi-factor authentication, mass mailer, data migration, service catalog, service portals, monitoring tools, and integration from Remedy to ServiceNow.



Results

The implementation resulted in a 50% improvement in operational efficiency, a 20% reduction in expenses, and a 25% reduction in duplicate incidents, significantly improving response times and lowering client escalations.



Unlocking the Power of CSAT in Vendor Evaluation



When considering a partnership with an Application Management Services provider, evaluating their performance is a multifaceted endeavor. It's not just about what they promise but how well they deliver on those promises.

A quintessential tool in this evaluation toolkit is the Customer Satisfaction (CSAT) score. Datto, a renowned figure in the IT industry, holds CSAT scores as the second most important Key Performance Indicator (KPI), second only to profitability. This underscores the undeniable value of CSAT in understanding the aspects of a potential partner that truly resonate with your goals.

Let's explore why a CSAT score above 4 is crucial when selecting a services vendor:

4.5

Neev Systems' CSAT Score



Defining Your Benchmark

When outsourcing to an AMS vendor, it's crucial to set your benchmark for vendor maturity and health. So, you must determine the minimum acceptable CSAT rating for your organizational needs. A CSAT score acts as a compass, pointing to the level of client satisfaction that a potential partner consistently delivers.

CSAT scores unveil a clear and concise picture of how content the vendor's clients are with the services provided. It's akin to a customer happiness indicator, offering insights into those aspects of a potential AMS partner's service that bring satisfaction and those with room for improvement.



Client Happiness Indicator



Real-Time Feedback

CSAT involves real-time feedback, capturing the customer's sentiment immediately after engaging with a service ticket or project. The process is simple, often involving a one-click survey in an email, translating into high response rates and allowing organizations to access timely insights. This agility is priceless as it enables immediate action to address concerns, improve processes, and fine-tune service delivery.

A CSAT score of above 4 is not just a number – it's a testament to the consistent satisfaction of customers. It is an assurance that your chosen AMS partner not only makes promises but delivers on them, fostering a relationship built on trust, transparency, and the unwavering pursuit of client satisfaction. In the ever-evolving landscape of IT services, CSAT is your compass, helping you navigate toward an AMS partner who doesn't just meet your expectations but consistently exceeds them.

Neev's CSAT Approach

We recommend customer satisfaction surveys quarterly to evaluate team performance.



Evaluating the CSAT score helps:

Measure our contribution towards customer's success criteria

Focus on right things

Design client-oriented services

Our four step CSAT evaluation includes:

1

Identifying Stakeholders

- Identify the right stakeholders
- Understand their role in the overall success of the engagement

2

Capturing Expectations

- Document business expectations
- Document critical success factors
- Explore metric and baseline the existing

3

Conducting Survey

- Propose scorecard
- Organize review & feedback sessions
- Seek reviews & feedback from the business

4

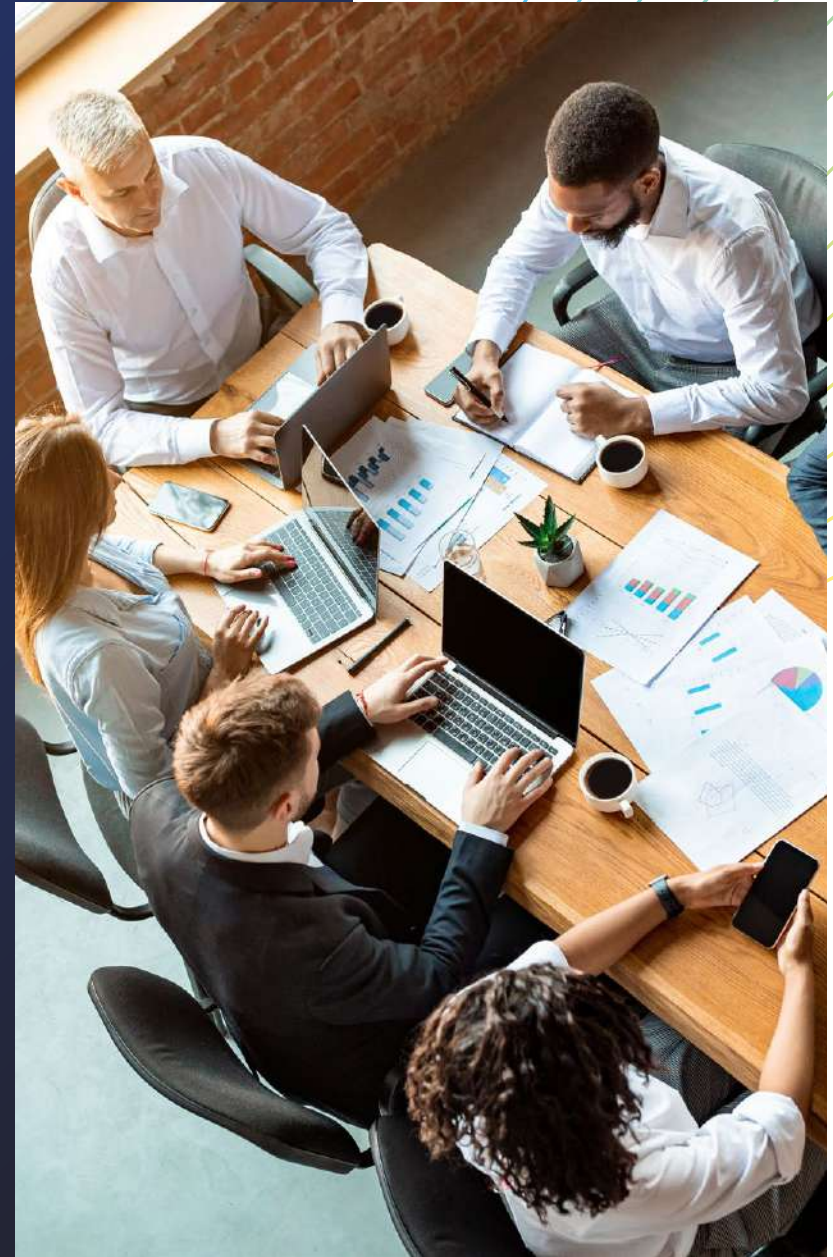
Determining the Score

- Calculate the score and publish
- Ask for customer confidence in CSAT
- Calibrate and Identify improvements

Chapter 4:

The Path to Partnership:

Building Strong Vendor-Client
Relationships through Low-risk
Tactical Engagements



The journey from focused, low-risk engagements to a strategic partnership with a new service provider is replete with opportunities for mutual growth. It begins with precisely targeted initiatives or strategic entry points.

Each of these precisely targeted initiatives is a low-risk investment that not only addresses immediate needs but also contributes to the broader objective of fostering a strong vendor-client partnership:

- **System Health Assessments:** A foundational step commences with a 360-degree system health assessment. It's an opportunity for your AMS partner to delve into your existing systems, identifying strengths, weaknesses, and areas for optimization. This offers insights into your IT environment's current state and a roadmap for potential improvements.
- **Software Upgrades and Patches:** This is a highly rewarding, low-risk entry point for your AMS partner to demonstrate their expertise. Software upgrades and patch management ensure your systems are running the latest software versions with enhanced features, security patches, and performance optimizations.
- **Workflow Enhancements:** A critical component of this journey focuses on refining business workflows. Your AMS partner should analyze existing processes, identify bottlenecks, and implement solutions that streamline operations. These enhancements translate into tangible time and cost savings in the long run.
- **Security Audits and Enhancements:** System and data security are paramount for application management. An AMS vendor can strengthen your IT infrastructure's defenses by conducting regular security audits and implementing measures. This initial step mitigates potential threats and vulnerabilities, creating a foundation for a secure and robust environment.
- **Data Backup and Recovery Strategies:** By securely backing up business-critical data and implementing the right recovery processes, your AMS vendor safeguards your business against data loss and downtime during a primary data failure.
- **Performance Monitoring:** This includes setting up mechanisms to track system performance, proactively detect issues, and optimize resources. It's a foundational move toward ensuring that your IT systems operate at peak efficiency.
- **Training and Skill Enhancement:** A reliable AMS partner goes the extra mile to conduct knowledge transfer processes to equip your team with the right knowledge and skills for efficient application management. This empowerment translates into self-sufficiency and operational excellence.

As these initiatives yield tangible results and build trust, the path to a deeper, symbiotic collaboration with your AMS partner becomes clear. These initial tactical entry points pave the way for strategic alignment, where your AMS partner evolves from a service provider to a trusted advisor, driving your organization's growth and success.

Evaluating Delivery Models

While IT leaders map out the vendor transition process, they must carefully evaluate delivery models based on three core decision points: business design, service levels, and deployment characteristics.

Evaluating delivery models aids informed decision-making when transitioning to a new managed services provider, ensuring the chosen model aligns with your business objectives and budget.

Business Design

- **Outcomes and Accountability:** Determining the desired results and who's responsible for what after transitioning to the new AMS vendor.
- **Economic Strategy:** Assessing control levels and choosing a pricing arrangement that aligns with your cost structure. Consider shifting from fixed-cost expenses to a variable-expense model.
- **Capex vs. Opex:** Exploring opportunities to reduce capital expenses by embracing the operating-expense model offered by the service provider.

Service Levels

- **Performance Metrics:** Defining the performance benchmarks that your organization requires in a managed services environment.
- **Security and Resilience:** Establishing clear security policies, practices, and resiliency levels to meet your organization's needs.
- **Cost-Performance Balance:** Ensuring the service level aligns with your organization's cost structure, avoiding overpayment for unnecessary service levels or inadequate protection of crucial business processes.

Deployment Characteristics

- **Customization vs. Standardization:** Deciding whether a customized or standardized environment best suits your needs.
- **Infrastructure Location:** Determining where your IT assets should reside, whether in-house, with a service provider, or in a shared environment.
- **Ownership Considerations:** Addressing ownership questions about IT assets and determining who should own them based on your business requirements.

It's best to choose a managed services provider that can deliver services and solutions encompassing multiple delivery models and smoothly manage legacy IT systems, and both shared private and public cloud services.

At Neev, our specialists closely collaborate with client organizations to better understand their niche requirements, service-level goals, and deployment preferences. After carefully assessing a client's business components, applications, processes, and services, our team suggests the appropriate delivery model that fits specific business needs.

Chapter 5: Mastering Transitions – A Seamless Journey

The Transition Blueprint: Outlining a step-by-step approach to ensure smooth transitions.

Risk Management Strategies: Addressing concerns about disruptions and risks during transitions.



Balancing Cost and Risk in Transition Management

Achieving a seamless transition from your incumbent AMS vendor to a new partner demands a thorough assessment of business needs and striking the right balance between cost and risk. It's a delicate act that can impact the success of your transition strategy. Pushing too hard to minimize costs can lead to a disconnected outsourcing model, where critical knowledge is left behind in the transition process. Conversely, not optimizing processes and tools can result in difficult-to-justify resources.

The ideal equilibrium lies in a model that carefully transfers a significant portion of the design and builds resources into operations management. This middle ground is the most effective, offering a value-oriented approach with performance measures squarely aimed at achieving specific business objectives.

If you're on the path to reducing transition costs and mitigating risks, you must consider certain characteristics within your design, build, and implementation teams and processes. These characteristics play a pivotal role in shaping a transition strategy that manages costs effectively and also safeguards against disruptions and risks during the transition journey.

Mapping the core activities for vendor transition

To ensure a smooth transition, it's essential to meticulously map out the core activities and deliverables. Here's a stepwise breakdown of these critical activities:

1 Transition Initiation and Planning

- Define the scope of the transition, including the knowledge to be transferred, resource requirements, activities, and deliverables.
- Develop a detailed transition plan that serves as your roadmap.
- Assemble and onboard the necessary resources for the transition.
- Clearly define deliverable acceptance and exit criteria.

2 Operational Readiness Preparation

- Establish the knowledge repository required for a seamless transition.
- Execute knowledge transfer, incorporating on-the-job training (Show Me) and validation through reverse shadowing (Show You).

3 Operational Readiness Validation

- Execute independent performance assessments to ensure operational readiness.
- Fine-tune the service delivery model, services catalog, technology, and infrastructure to align with your objectives.
- Test and confirm the operational readiness of service delivery.

4 Finalize Transition

- Obtain final transition readiness approval to move forward.
- Implement service-level metrics for ongoing performance tracking.
- Stand up post-go-live service delivery operations to ensure continuity.

These structured activities form the foundation of a successful transition strategy, allowing you to minimize disruptions and risks while ensuring a seamless and smooth transition to a new vendor.

Effective Transition Management: The Key Qualities

Transitioning effectively, whether with a single vendor, multiple vendors, or independently, hinges on certain critical considerations. It's essential to have a transition team equipped with the following qualities:

Transition Experience:



Transition planning demands experience, and it's where this experience counts most. A team that comprehends the levers available and how to utilize them for informed decision-making is vital for achieving the desired value from your transition.

Platform Experience:



Form teams with members dedicated to the specific applications you're using. Generic resources might not possess the in-depth knowledge required for successful application management.

Business Acumen:



Business experience is invaluable. Understanding business language is crucial to minimizing errors, lowering costs, mitigating risks, and preventing frustration during transition.

Metrics Alignment:



The adage holds true: what gets measured gets done. To maximize the value of AMS resources, establish a set of value-level metrics to monitor performance and drive excellence.

Risk Mitigation:



Effective transition management identifies potential risks early on and implements measures to mitigate them. By proactively addressing risks, the AMS vendor should minimize disruptions and uncertainties, ensuring a smoother transition process and uninterrupted business operations.

Team Continuity:



Seek an integrated implementation and support model where a critical mass of talent bridges the gap between the build and operate phases. Experienced teams comprehend the four critical phases of transition planning and management.

Knowledge Transfer:



This is a crucial aspect of transitions that ensures that no vital information is lost during the handover process. The AMS vendor must prioritize knowledge transfer to guarantee a seamless transition and the preservation of institutional wisdom.

Future Scalability:



Transition methodology often includes provisions for future scalability, ensuring that as the business grows or evolves, your AMS can adapt and expand seamlessly. This forward-thinking approach saves time and resources in the long run.

Chapter 6: Expertise, Experience, and Excellence



At Neev, our specialization lies in Application Management Services (AMS), designed to help businesses overcome real-world IT challenges, enhance application performance, and achieve superior business outcomes. Our strategic partnerships with leading software vendors, including Oracle, Salesforce, ServiceNow, Snowflake, and Mulesoft, empower us to harness the latest tech advancements and assist our clients in managing their application portfolios efficiently.

With our Application Management Services, we design custom roadmaps for your applications and infrastructure. These roadmaps are meticulously tailored to align with your overarching IT and business objectives, ensuring your application management is streamlined and aligned with industry standards.

We leverage the Named Resource Support model – an adaptable framework that allows us to extend fractional resources for a fixed monthly fee throughout the project's duration. With this model, we can deliver highly skilled resources and technical expertise cost-effectively without compromising the quality of our application management services.

Neev's Technology Expertise

We manage and support an extensive range of applications, including but not limited to ERP systems, CRM applications, supply chain management systems, HR management systems, Sales, Quoting, and order management systems, among others. Our technology expertise lies in the following platforms:

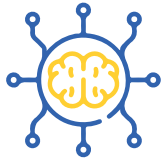


What Sets Neev Apart?



Skills and Capabilities

- **Exceptional Expertise:** Our team members boast an impressive average of over 6 years of experience, surpassing industry peers. Their extensive experience enables us to handle complex, real-world business challenges.
- **Diverse Experience:** Our team members have a rich background of working across multiple domains and projects.
- **Strong Collaboration:** We prioritize seamless teamwork, and our track record speaks volumes – zero attrition in the past year. Our cohesive team collaboration ensures uninterrupted and high-quality service.
- **Third-Party Integration Prowess:** Neev is known for its competence in handling third-party integrations, with a proven track record.



Domain Knowledge

- **End-to-End Expertise:** Neev Systems is the first vendor that takes responsibility from system configuration through delivery, ensuring a full-service approach to client needs.
- **Customer Insights:** We pride ourselves on understanding not only our clients but also their end customers (the customer's client).
- **Production Support Excellence:** We excel in production support, consistently resolving a maximum number of tickets while adhering to agreed-upon SLAs.



Client Engagement

- **Customer-Centric Approach:** Our team is driven by a customer-centric mindset, making us highly productive in addressing client needs.
- **Speedy Resolution:** We prioritize quick issue resolution, taking immediate action to address concerns with the utmost urgency.
- **Commitment to Excellence:** Our dedication to client success is a key differentiator. We've successfully delivered major implementation rollouts for clients such as Cisco, Siemens, and Rockwell, to name a few.

Explore a leading glass manufacturer, View's transformational journey from low-risk tactical engagements to a robust and strategic alliance with Neev Systems.

Read more on the journey [here](#) and watch the Director's experience with Neev Systems [here](#).

Neev's Application Management Approach

Our approach to application management services spans three stages – plan, build, and implement. This is further dissected into five phases, each designed to provide a holistic and dynamic solution to your needs:



Neev's Implementation Strategy & Release Management

Our AMS implementation strategy and release management includes five core steps:

1

Planning & Preparation

- Define the scope of the release and identify any dependencies or risks.
- Create a detailed project plan and timeline, including tasks, deadlines, and resources needed.
- Assign roles and responsibilities to team members.
- Develop a test plan to validate the release before deployment.

2

Development & Testing

- Develop the new features and updates in a separate development instance.
- Perform unit testing to ensure that the changes meet the functional requirements.
- Perform integration testing to validate that the changes integrate correctly with other systems and platforms.

3

Staging & User Acceptance Testing

- Deploy the release to a staging instance for further testing and validation.
- Conduct UAT with a representative group of end users to ensure the changes meet their requirements and expectations.

4

Deployment

- Perform a final review and risk assessment before deployment
- Deploy the release to the production instance following the established deployment plan and procedures.
- Monitor the production instance to ensure that the changes have been successfully deployed and are functioning as expected.

5

Post-deployment

- Conduct a post-deployment review to assess the success of the release and identify any areas for improvement.
- Update the documentation and records to reflect the changes made in the release.
- Plan for the next release and continue to refine and improve the release management process

Chapter 7: Navigating Data Security and Compliance

At Neev, we take a comprehensive and proactive approach to addressing potential threats and safeguarding against risks. We ensure robust data security and compliance for our clients with the following data security measures:



- **Regular Security Assessment and Updates:** We consistently assess and update security measures in response to emerging threats and industry best practices. Staying abreast of evolving vulnerabilities and innovative technologies empowers us to enhance our clients' security postures. Additionally, we audit all physical and network assets periodically for compliance and vulnerabilities.
- **Multi-Layered Security Strategy:** We employ a multi-layered security strategy that combines diverse solutions, including firewalls, antivirus software, intrusion detection systems, and encryption. This approach creates a formidable barrier, making it significantly more challenging for cybercriminals to breach our clients' networks and access sensitive data.
- **Security Awareness and Education:** Regular security awareness and education are fundamental to our approach. We ensure our clients and employees are well-versed in cybersecurity best practices and informed about the latest threats. This helps them recognize potential risks, avoid common pitfalls, and contribute to a resilient security culture within their organizations.
- **Strong Identity and Access Management:** Our identity and access management policies and procedures are robust. We implement stringent restrictions on unauthorized access to sensitive data. Utilizing tools like multi-factor authentication and role-based access controls, we regularly review user permissions to minimize the risk of unauthorized access or privilege abuse.

- **Consistent Data Backups:** Data protection is paramount, so we schedule regular and secure backups. In the event of a cyberattack, such as ransomware, reliable backups are instrumental in swiftly recovering data and minimizing downtime for our clients.
- **Encouraging Strong Password Policies:** We implement and enforce robust password policies for all users, devices, and systems. We advocate using unique, complex, lengthy passwords and regular password updates to maintain secure network and data access.
- **Vulnerability Assessments and Penetration Testing:** Regular assessments and penetration tests are a cornerstone of our security approach. We assess our clients' networks for vulnerabilities and conduct penetration tests to identify potential weaknesses. This proactive approach allows us to address and remediate discovered vulnerabilities before they can be exploited.
- **Software and Systems Updates:** We ensure that all software, operating systems, and firmware are consistently updated with the latest security patches. Regular updates protect against known vulnerabilities and prevent cybercriminals from exploiting outdated systems and software.
- **Incident Response Plans:** We work diligently to develop and implement clear and comprehensive incident response plans for our clients. These plans are invaluable resources to minimize damage and expedite recovery in a cybersecurity breach or attack.

Neev Systems complies with General Data Protection Regulation (GDPR), in adherence to the provisions of Regulation (EU) 2016/679. Our team is dedicated to addressing data compliance concerns proactively.

We meticulously monitor the ever-evolving landscape of regulations, ensuring that our client's data management practices adhere to the strictest industry standards. We understand that compliance is not a static state but an ongoing journey. Thus, we continuously assess and update security measures based on regulatory shifts and best practices. Our multifaceted security strategy is designed to not only safeguard data but also to meet stringent compliance requirements.

Through these concerted efforts, we bridge the gap between regulatory mandates and operational realities, allowing our clients to navigate data compliance confidently.

Chapter 8: Beyond the Incumbent: Breaking Vendor Lock-in

The modern IT landscape demands flexibility and freedom of choice – organizations must be able to scale up/down and integrate new tools into their IT stack. Vendor lock-in, wherein organizations become overly reliant on a single vendor, can restrict innovation, limit options, and result in spiraling costs.

Neev Systems recognizes the significance of enabling clients to break free from vendor lock-in. Hence, our approach is designed to offer a seamless transition that empowers clients with flexibility and choice.



Neev's Approach: Fostering Flexibility and Freedom

- **Strategic Partnerships:** Our strategic partnerships with premier software vendors such as Oracle, ServiceNow, Snowflake, and Mulesoft assure clients they can leverage industry-leading technologies without depending on a single technology/platform. This strategic alignment allows us to offer best-of-breed solutions without confining clients to a proprietary ecosystem.
- **Integrated Solution Design:** At Neev, we specialize in integrated solution design. Our experts craft strategies that ensure our clients' systems can accommodate multiple technologies and tools. We facilitate seamless integration of multiple applications, allowing clients to choose the best-fit technologies for their unique needs.
- **Vendor-Agnostic Expertise:** Our teams are vendor-agnostic, meaning we don't favor a single vendor's products over others. We assess your needs and offer solutions that align with your goals and preferences, not tied to a specific vendor's offerings.
- **Effortless Transitions:** We understand that making a change can be daunting, but we ensure it is as smooth as possible. Our transition process involves meticulous planning, data migration, and robust testing to minimize downtime and disruption.
- **Continuous Support:** Our commitment to clients doesn't end with the transition. We offer continuous support to ensure clients can easily adapt to the new system. We provide uninterrupted service through ongoing training, regular check-ins, and quick issue resolution.
- **Interoperability:** Interoperability is key to our approach. We make certain that our solutions can interact seamlessly with your existing systems. This flexibility ensures that you don't have to scrap your previous investments or processes – they can be integrated and made a part of the new solution.
- **Vendor Agreements:** We encourage transparent vendor agreements. When clients decide to work with us, we ensure they understand every aspect of the arrangement. Our clients can always make informed decisions.

Breaking vendor lock-in is a strategic move that unlocks innovation, cost savings, and the power to tailor solutions precisely to your organization's needs. At Neev, we facilitate this transition to ensure you're not tethered to a single vendor's ecosystem, allowing you to chart your path and thrive in the ever-evolving technology landscape.

Chapter 9: Embracing Learning and Adoption

Transitioning to new systems, tools, and processes can be daunting. However, for a successful transition, it is imperative that employees not only adapt to the change but also thrive within it. Our commitment goes beyond merely implementing technology – we empower employees to embrace change confidently.

Transitioning with Ease: Ensuring Employees Embrace Change and Thrive

Approach to Employee Empowerment: At Neev Systems, we firmly believe that technology is only as valuable as the people who use it. Thus, our approach to any transition strongly emphasizes educating and training both employees and the client's team.

- **Comprehensive Training Programs:** We recognize that the key to successful adoption is a well-rounded training program. Our training sessions are not just about explaining how the technology works but also about showcasing how it can make employees' jobs easier and more efficient.
- **User-Centric Design:** One of our primary considerations when implementing a new system is the user experience. We strive to make the transition as user-friendly as possible. By designing systems with the end-users in mind, we ensure that the technology fits seamlessly into their workflow, resulting in quicker adoption.
- **Responsive Support:** Transitioning to a new system has a learning curve. Our support teams are readily available to address questions and concerns as they arise. We believe ongoing support is crucial for a smooth transition and are committed to providing it.
- **Change Management:** We understand that change can be met with resistance. Our change management strategies aim to reduce resistance and make the transition a positive experience. We ensure a more open and positive mindset toward the transition by addressing concerns and doubts and actively engaging teams in the change process.
- **Regular Feedback Loops:** We establish channels for employees and client POCs to share their thoughts and concerns throughout the transition process. This feedback loop is vital for identifying issues early and continuously improving the transition experience.
- **Monitoring and Measurement:** We continuously monitor the transition process, assessing how well teams adapt to the changes. This data-driven approach helps us make necessary adjustments and ensure relevant stakeholders can navigate through the new environment.

Chapter 10: The Road Ahead – Your Questions Answered

1. How do I know if it's the right time to switch vendors for application management?

The decision and timing to switch vendors depends on factors like declining service quality, escalating costs, changing business needs, or a lack of vendor alignment with your strategic goals. It's essential to evaluate these aspects to make an informed decision.

2. What is the process of transitioning from an existing vendor to Neev Systems?

Transitioning to Neev Systems involves a structured approach. It starts with thorough assessment and planning, followed by data migration, configuration, training, and ongoing support. We ensure that the transition is as seamless as possible to minimize disruption.

3. Can you work with our in-house IT team during the transition?

Absolutely. We collaborate with in-house IT teams to ensure a smooth transition. Our experts can work alongside your IT team to provide guidance, support, and knowledge transfer as needed.

4. What sets Neev Systems apart from other application management vendors?

Neev Systems stands out due to its experienced teams, deep domain knowledge, robust client engagement approach, and client-centric attitude. We offer tailored solutions, have extensive experience with leading software vendors, and prioritize ongoing support and improvements.

5. How does Neev Systems ensure data security and compliance during transitions?

We maintain data security and compliance by regularly assessing and updating security measures, implementing a multi-layered security strategy, educating employees and clients on security best practices, and adhering to compliance regulations.

6. How does Neev Systems empower employees to embrace technological change?

We empower employees by offering comprehensive training programs, designing user-centric systems, providing responsive support, implementing effective change management, creating feedback loops, monitoring progress, and celebrating milestones. Our approach focuses on making the transition user-friendly and positive.

7. Can Neev Systems accommodate specific industry or regulatory requirements?

Yes, we understand the importance of industry-specific and regulatory compliance. Our solutions can be tailored to accommodate various industry requirements, ensuring that you stay in compliance while meeting your business objectives.

8. How does Neev Systems measure the success of a transition or application management engagement?

We measure success through key performance indicators (KPIs), client feedback, improvements in efficiency and productivity, and the seamless functioning of your applications. We aim that the transition results in positive outcomes and meets your strategic goals.

9. What support and ongoing services does Neev Systems provide after the transition?

Neev Systems offers various ongoing support services, including regular updates, maintenance, troubleshooting, performance optimization, and more. We are committed to ensuring the continued success of your applications and technology environment.

10. How can we get started with Neev Systems for application management or transitioning to your services?

To get started, simply reach out to our team. We will conduct an initial assessment of your needs and develop a tailored plan to meet your goals. Our experts will guide you through every step of the process.

Chapter 11:

Making Informed Choices:

Hear the real voices attesting to Neev's quality and service

"Guardant Health is a leading precision oncology company focused on helping conquer cancer globally through use of its proprietary blood tests, vast data sets, and advanced analytics.

Neev Systems' integration journey with Guardant Health started in 2020. They set up a knowledgeable team to join us in enhancing our integration strategy and aid us in several healthcare-related automation that were essential for us to scale our business. They were keen on listening to our needs, were very transparent with various aspects of this model, and always put the customer's needs first and foremost. At times we took advantage of other practices like Oracle ERP, Salesforce, and Data Platform, which is common when it comes to integration architecture. We were challenged in building an API-based integration between Workday HCM and Oracle Fusion and they took this up as a challenge and stood with us until we went live, which is a great example of doing what's necessary to help out their customers. Their dedication to customer satisfaction was evident at every stage, as they meticulously addressed our concerns and accommodated specific needs.

Neev Systems integration team is passionate, knowledgeable, and goes above and beyond to deliver exceptional solutions. Their expertise and commitment to designing robust and scalable solutions have been invaluable to our business. I am happy to be associated with Neev Systems and am confident that they will continue to make a lasting impact for years to come."

Ravi Jogi, Vice President, Business Applications, Guardant Health Inc.

"We enable our customers to conduct their business by providing products and services using the DaaS (Device as Service) business model, ServiceNow is a key system that enables seamless enterprise ordering process, ITSM service ticket management, and integrates with Lenovo downstream business systems. Neev Systems has been instrumental in building this in ServiceNow by providing on-time, quality deliverables enabling customized ServiceNow solutions. They have also helped integrate ServiceNow with different third-party tools for DaaS business. This has helped our customers realize quick turnaround & user-friendly solutions."

Sujo Joseph, Senior Manager – RoW Services Digital Transformation, Lenovo

"We have a manual invoice processing for our customer invoices, which led them to face many issues like high error rates, complex correction process, high review efforts, duplicate invoices in the system, missing & incorrect data issues and high turnaround time.

Neev Systems suggested, designed, and developed a solution using UiPath to automate the invoice processing and post the details into the ERP. The solution gives them the ability to handle invoices which comes from multiple sources, process multiple invoice formats, and send failed invoice details to designated email address; helped the customer to meet their goals and gives them flexibility to release many resources from routine manual work."

CIO, Leading American molecular diagnostics company

"The FA segregation by region was one of the key projects handled by Neev Systems team. This project primarily started with reclassifying assets to proper regions but went as a major project by segregation of all assets by region along with any transactions on assets also to include region depending on the asset in all journals. This project was completely taken care using the standard SLA feature of Oracle Applications R12. Neev Systems team has done tremendous work in solution design, configurations, UAT support, and handling user queries efficiently. Neev Systems has a wealth of knowledge and experience in implementing and supporting Oracle Applications, they are our implementation and support partners for Oracle Applications, Salesforce, BI, and Integrations at View."

Sr. Director, Corporate IT of a leading manufacturing company, USA

Chapter 12: ROI Unveiled – Maximizing Value

In the modern context of application management services, it's essential to shift from a cost-centric to a value-centric approach. Forward-thinking IT leaders understand the importance of value-based services that help manage and maintain business-critical applications cost-effectively.

Unpacking Cost Implications: Shedding Light on Cost Considerations, Upfront and Ongoing

At Neev, we strive to offer a transparent understanding of the cost implications of our services. We understand that every organization has to balance its budget while seeking top-notch managed services. With Neev Systems, you'll get a partner who offers competitive pricing while clearly stating the associated upfront and ongoing costs.

Our experienced team ensures that your investment is optimized, bringing you cost savings without compromising quality. Our detailed cost analysis allows you to make informed decisions while minimizing surprises down the road.

Value Beyond Numbers: Exploring the Intangible Value Neev Systems AMS Brings

Our AMS is designed to meet your technical needs and enhance your overall business operations. We aim to maximize your ROI by offering intangible value, such as enhanced productivity, streamlined workflows, and improved employee satisfaction.

We work diligently to understand your specific business goals and then tailor our services to fit your vision. Through proactive maintenance, efficient issue resolution, and continuous improvement, we deliver intangible value that translates into higher efficiency, increased customer satisfaction, and an overall competitive advantage.

By choosing Neev Systems, you're investing in an AMS partner dedicated to delivering a holistic, value-centric approach that goes beyond the cost considerations. We're here to help you maximize value and drive long-term success in your application management journey.

Conclusion

Your Path to Elevated Application Management

In the ever-evolving landscape of technology and application management, Neev Systems stands as your trusted partner, dedicated to your success. As you've embarked on the journey through this comprehensive guide, you've learnt how Neev Systems' Application Management Services (AMS) offer much more than mere technical expertise. We've highlighted the vision, strategy, and execution that empower your organization to thrive and achieve superior business outcomes.

Our commitment to seamless transitions, unparalleled excellence, and strategic growth differentiates us as a partner that understands your unique needs and challenges. We promise to deliver:



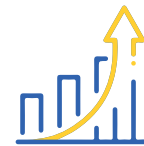
Seamless Transitions

Our approach to vendor transitions ensures that the shift from your current vendor to Neev is smooth and disruption-free. We prioritize a well-defined transition strategy that maintains business continuity while maximizing the value of your applications.



Unmatched Excellence

Neev Systems' dedicated and highly experienced teams are the heart of our excellence. With a focus on client engagement and an in-depth understanding of your business domain, we resolve tickets and deliver major implementations with unwavering



Strategic Growth

Beyond the incumbent vendor lock-in, we offer a flexible and future-ready approach to application management. Your journey with Neev isn't just about maintaining systems; it's about empowering your organization for growth and evolution.


Take the Next Step with Neev Systems AMS

We invite your buying committee to embark on the journey with Neev Systems AMS. Our team is here to guide you, strategize with you, and empower you to attain the highest levels of efficiency, security, and value. By choosing Neev, you're choosing to elevate your application management, drive progress, and capitalize on new opportunities.

Take the next step with Neev Systems AMS. Contact us today to explore the endless possibilities that await your organization. Together, we'll navigate the path to elevated application management and redefine the future of your business. Your success is our success, and we are excited to be part of your transformative journey.



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