Musewerx Application Maintenance Services

 Musewerx Application Maintenance Services help you get the best out of your existing IT applications. The services span offshore-ability analysis, maintainability analysis, maintenance and enhancement and are delivered using the Global Delivery Model. Our services are aimed at enhancing the life of your systems, ensure that they evolve with your business, reduce system downtime and help you focus on strategic initiatives by minimizing the time spent on routine activities.

Features

- We proactively monitor and maintain applications and interfaces for a predictable, high level of system performance and provide functional and technical troubleshooting
- We also provide Application Subject Matter Expertise whether it is in Supply Chain, Insurance , Accounting , Web Integration or any other area
- We   review and provide corrective action for early warnings and required fixes provided by third party Application vendors
- Our software maintenance team stays current with the latest industry and technology trends, keeping your business competitive and aligned with the industry standards
- We provide 24-hour remote-online monitoring and telephone support as well as optional near-shore and onsite presence
- We provide periodic file and utility software modifications and maintenance
- We follow change management process so system changes are fully approved and documented including scope, purpose, devices involved, steps and back-out procedures
- We provide a single point of contact to manage your services, resolve issues and spot opportunities for improvement
- Musewerx Offer Service Level Agreements (SLAs) for all service delivery scenarios. These SLAs are highly flexible and are customized after client's input prior to the start of every project.

Benefits

- ✓ Our process lifecycle include service for everything from fixing small defects to handling complex challenges, which ultimately leads to a significant reduction of your application maintenance costs
- ✓ Outsourcing your maintenance needs to Musewerx experienced team means improved application stability, increased productivity and lowered support costs
- ✓ We analyze your system to identify common code and redesign possibilities
- ✓ We preserve core business logic of your applications while modernizing the user interface
- ✓ We provide Application Code Reviews remotely and guarantee that we will find errors, omissions or poor coding practices
- ✓ We provide cost-effective utilities and middleware solution in your Application environment to save you time and costs
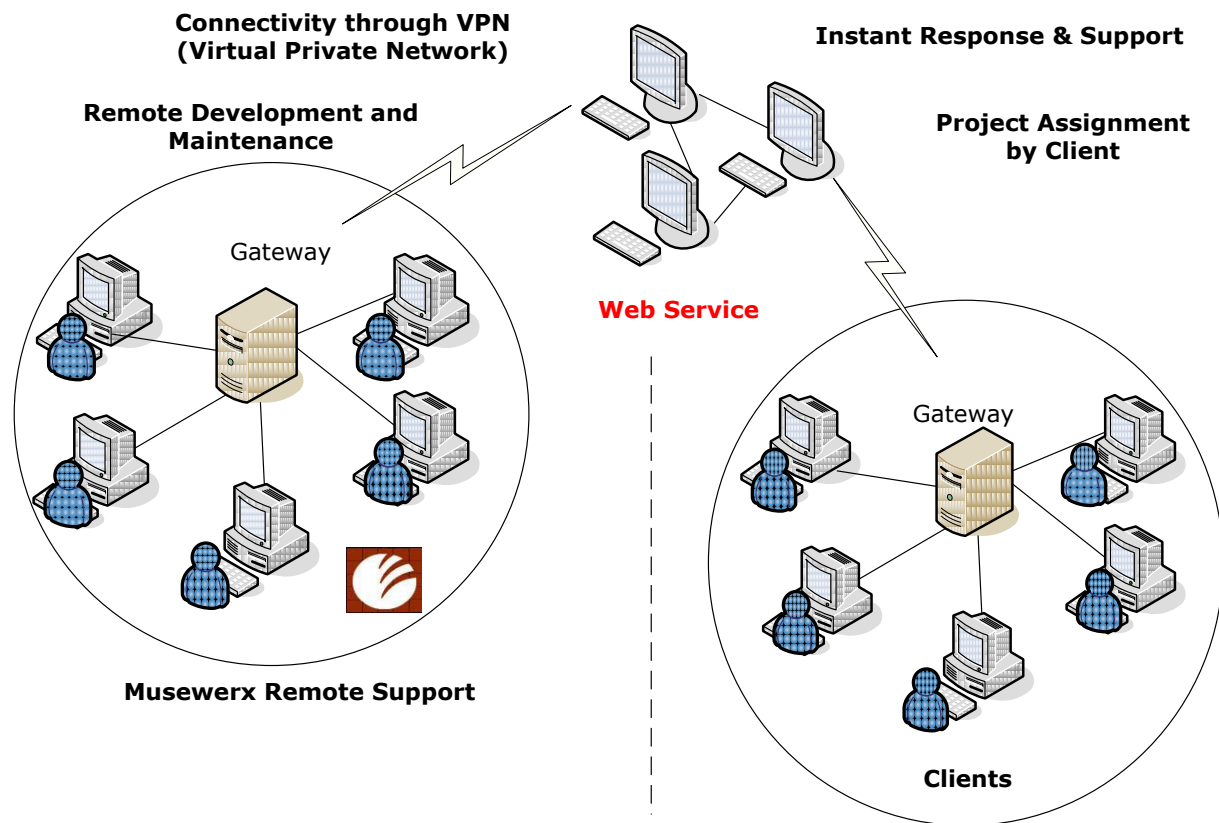
Musewerx Value Proposition

- ✓ Alignment of solutions with business requirements
- ✓ Improved employee productivity
- ✓ Reduced overall IT costs
- ✓ Improved overall application maintenance efficiency
- ✓ Improved overall quality of services provided by the application
- ✓ Improved overall quality of IT service planning

Service Delivery

When you engage Musewerx Application Maintenance Services, you are assigned a team of professionals with deep expertise in your application and an understanding of your line of business. The team assumes the daily IT activities involved in maintaining, troubleshooting, analyzing and assessing your application for enhanced efficiency and performance.

Our Project Management methodologies produce successful and timely support. Problems are resolved quickly, thorough tests are performed and updates are methodically implemented and documented, with strict change management policies enforced.

**Connectivity through VPN
(Virtual Private Network)**

Instant Response & Support

**Remote Development and
Maintenance**

**Project Assignment
by Client**

Gateway

Web Service

Gateway

Musewerx Remote Support

Clients

Application Maintenance Processes

Musewerx has perfected its methodology for the gradual transfer of duties from customer's in-house maintenance team to our offshore team. While there are variations depending on the nature of the application and the scope of the project, in most maintenance projects our four-phased approach has proven to be the most effective. The process begins with our offshore attending to non-vital tasks and gradually reaches the level where our team will assume complete responsibility for systems management and upkeep.

This process is accomplished in four phases:

Phase I

➢ Select team based upon the execution platform, operating systems, software environment, business environment, databases, etc
➢ Obtain thorough understanding of the business domain and a complete understanding of the application implementation
➢ Configure the right maintenance model along with a gradual knowledge transfer to the offshore maintenance team

Phase II

➢ Stabilize infrastructure and the support processes
➢ Obtain thorough understanding of the scope and complexity of technical and business issues
➢ Distribute work between client and offshore maintenance teams
➢ Provide training in the areas required to the maintenance team under the guidance of the onsite team
➢ Schedule workload and system analysis

Phase III

➢ Acquire complete knowledge of application execution environment, operational knowledge, business logic and structural/design knowledge
➢ Offshore maintenance team to perform most change request activities on its own, including help desk calls
➢ Client team to retain highly critical activities like change prioritization and version control

Phase IV

➢ Provide steady state support
➢ Assume entire maintenance operation, from versioning and end-user support, to help desk activities

Platform Support

- Musewerx expertise spans Microsoft Technologies, J2EE, Java, SAP, Mainframes, and several other platforms, databases, languages, software, and enterprise applications
- Installation, upgrade and use   Products in MVS, VSE, z/OS UNIX/Linux and Windows environment
- Provide migration support for client's Applications from z/OS to UNIX/Linux. This included setting up application environment, installing, troubleshooting software problems, and migrating data from z/OS to UNIX/Linux
- Installations, upgrades, migrations and Disaster Recovery exercises
- Developing macros for many different mainframe applications and emulators. These automated tools save clients the overhead of manually re-keying data or performing tedious cut-and-paste operations
- We provide on-site participation in regularly-scheduled disaster recovery tests
- Design and performance improvement techniques to reduce elapsed times of long-running batch jobs

About us

Musewerx is a business and information technology services company delivering high technology solutions, system integration and outsourcing solutions to its clients in a diverse range of industries. We provide diverse technology-driven business solutions to help its clients improve their business performance. Our core portfolio comprises information-technology, applications and business process services, as well as information-technology transformation services.

Musewerx is an IBM ISV, Microsoft Certified Partner and US Government certified (IT schedule 70) contract holder for minority owned small businesses.

We differentiate ourselves in the IT marketplace by providing outstanding service, innovation and a Global Delivery Model.

Musewerx combine a unique onsite/offshore delivery model that has repeatedly been singled out by customers as effective, economical and agile.

Musewerx has offshore delivery centers based in Bangalore, India and Karachi, Pakistan.

Our Customers

Musewerx has satisfied Fortune 500 clients across many industry sectors. Our customers include:

AT&T
Comcast Corporation
EDS
KPMG
LSI
NEC Corporation of USA
The World Bank
Verizon
Verizon Wireless

Contact us

Contact us today to discuss how we can help you enhance and maintain your Applications that are critical to your business. No matter how simple or complex your current software applications may be, we will provide you with the maintenance services that will allow your business to continue benefiting from the use of your existing systems.

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Service at your Pace

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