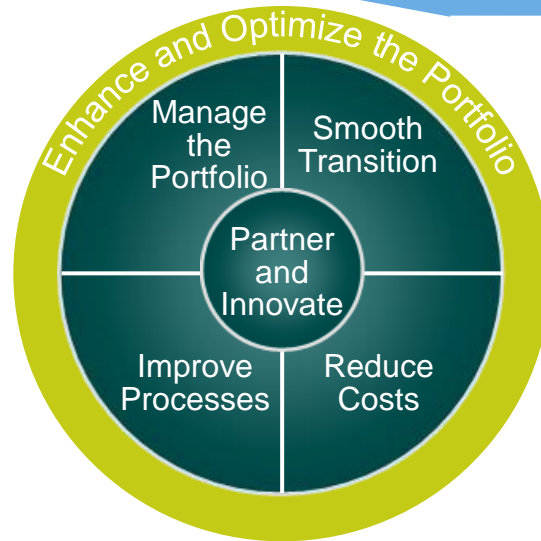


## What and Why

CSC will take the full responsibility for the whole application portfolio with one dedicated maintenance team. The only customer responsibility is to define their needs and CSC takes care of how it is done. All services will be delivered to meet a specified service level and to an agreed cost.



## Business Value

- One seamless delivery with a single point of contact for all related vendors and subcontractors involved for the application portfolio.
- Merges the process and costs for maintenance into the development process to continuously enhance the functionality including latest innovations for adapting new and changed business needs.
- Reduces the total cost of application ownership.
- Known and agreed costs for easy budgeting, control and planning.

## Customers

CSC has a long experience of developing, maintaining and also operation of applications and works with a number of customers in this area



## Process

CSC will examine the Application portfolio and the operational environment and propose a solution in agreement with the customer that will meet the customer requirements. A project will start to ensure a proper transition and knowledge transfer. If the agreement also includes application operation on CSC:s premises the project will include application and data migration.

## Deliverables

- **Agreed functionality to a predicted cost.**
- An agreement with specified services and service levels (SLA).
- A dedicated highly skilled team at your service.
- A process ensuring control of release and change management.
- A “portfolio business support evaluation” included in the transition.
- Quality assurance and architectural alignment.
- Monthly reporting to follow up on agreed service levels and support.
- Strategic guiding in system planning and decisions