



Birlasoft SmartAMS Service Offerings

Making AMS Operations More Efficient,
Intelligent, And Conversational

Our Value Proposition

Many organizations often spent millions of dollars to establish complex software solutions and make enterprise business processes more efficient but often leave the real value of these solutions untapped. They succumb to the common misconception that creating the system is an end in itself; once the ribbon is cut, the benefit is achieved, and new needs won't emerge. The decisions and their timing for how an enterprise application will be supported have a profound impact on application total cost of ownership (TCO), risk, end-user satisfaction, and solution agility. This can lead to an increase in maintenance costs for the solution.

SmartAMS – What is it?

Revolution of AMS From cost cutter to transformation partner

Historically, AMS vendors have come into play to help organizations reducing the cost of maintaining the solutions, increasing the operational efficiency, and freeing up organizational resources to focus on strategic initiatives, historically called “Keeping the lights on” work. But considering the fierce competition in today’s digital and fast-moving world, organizations, to be industry disruptors, must look up to AMS vendors with digital capabilities as strategic business partners and find ways to get transformational value from AMS and not just the “Keeping the lights on” work.

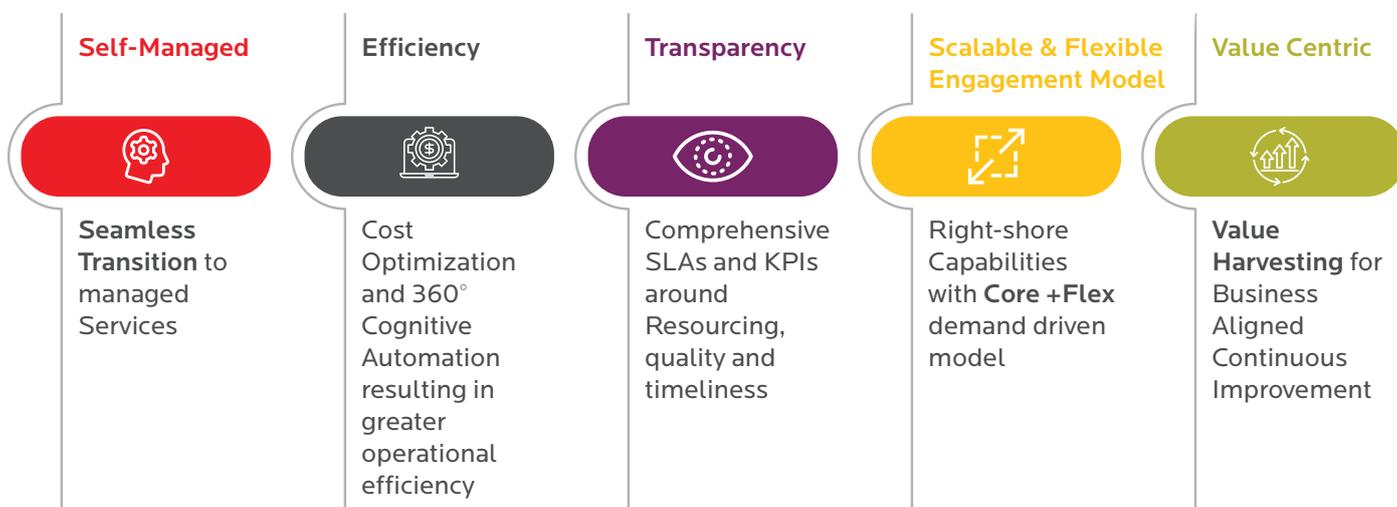
Agility is the New Mantra For The AMS

Agile and DevOps methodologies have a profound impact on the way applications are designed and developed. New practices like design thinking and Kanban are elevating speed and time-to-value over lengthy, complex project cycles. So, IT and AMS teams need to work in concert and align with the business objective and quickly deliver iterative releases of multiple applications that delight end-users and advance business.

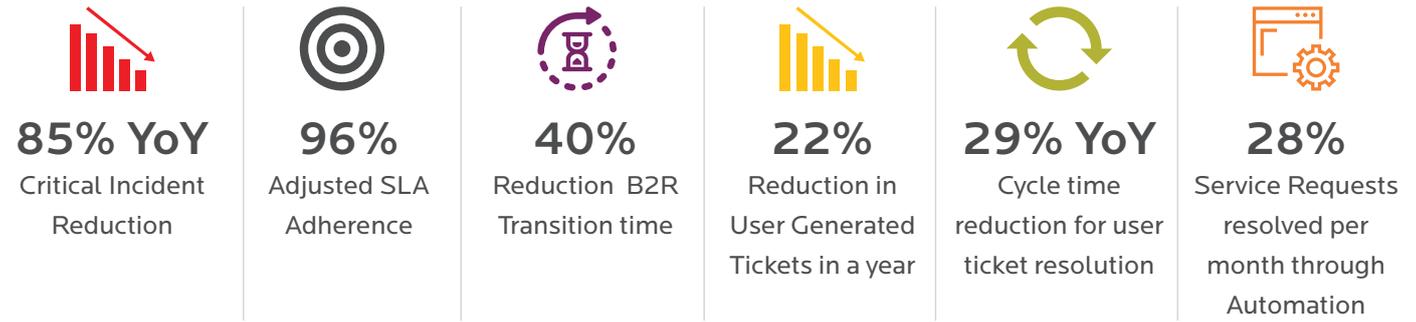
Intelligence & Automation in AMS

In the digital economy, to be an industry leader, organizations must make their AMS intelligent and automated, leveraging the latest digital technologies like Artificial Intelligence and Machine Learning. With intelligent and automated AMS, companies, can switch on to proactive mode from reactive mode, thus gaining insight into issues before they actually, impact end-users.

Birlasoft’s SmartAMS Key Features:



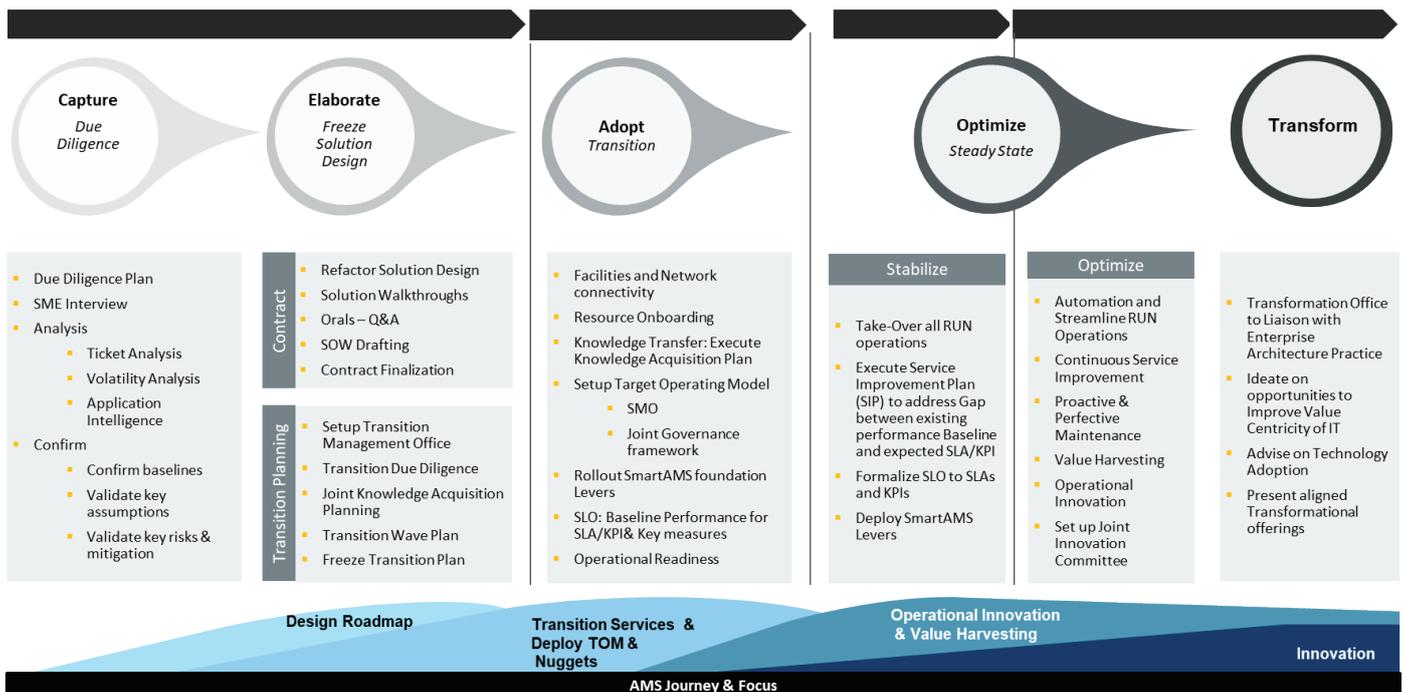
KPIs From SmartAMS



Birlasoft SmartAMS Services



Our SmartAMS go-to-market strategy



Adopt Birlasoft's SmartTransition For Uninterrupted Support

Birlasoft SmartTransition will smoothly move your applications from the Build phase to Run phase as well as swiftly get the handover of application from another vendor. Birlasoft is offering upto 40% discount on transition services to ensure that organizations are not charged twice. Birlasoft has developed tools such as Complex Analyzer, Solution Manager, Ticket Analyzer, and Ready to Use Templates to ensure a successful transition and application management.

SmartTransition

Governance

- Joint Governance Framework
- Multi-Tiered With Clear Segregation of Strategic, Tactical & Operational Concerns
- Meetings & Communication Framework
- Well-defined

Accelerators

- Pre-built Templates for Customer Facing & Internal Deliverables
- Tool Augmented Analysis of Static, Dynamic and Operational Aspects to Accelerate Elaborate & Validate Knowledge Acquisition Plan
- Accelerators for Wave & Cluster Planning, On-going monitoring, Execution & Readiness Assessment

Tools

- Application & Operational Intelligence tools
 - Static Analysis
 - Dynamic Analysis
 - Operational Analysis (Tickets, Tasks, Releases)
- Transition Management Portal
- Social Knowledge Management Tools

Strategy

- Joint Upfront Transition Planning
- Proactive Engagement of SME
- Align Upfront on Acceptance Criteria
- Accelerate With Application & Operational Intelligence Tools
- Manage Organizational Change & Effective communication
- Joint Multi-Tiered Governance
- Leverage Expertise and Best Practices
- Risk Management With Well-defined Transition Waves & Clusters
- Nimble & Agile Execution

Expertise

- Centralized Transition CoE With Experienced Transition Practitioners.
- Centralized Ownership And On-going Evolution of all Transition Assets
- Measuring Transition Performance (Budget, Schedule & Quality) Across Multiple Programs
- Benchmarking Against Industry Standards

Methodology

- Proven Transition Methodology Enriched With Industry Best Practices & Continuous Learning
- Elaborate Methodology Encompassing Work Streams, Phases & Sub-Phases
- Upfront & Well Defined Entry & Exit Criteria.
- Fully Integrated Accelerators, Governance, Communication & Risk Management



RESOURCES

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Enterprise to the Power of Digital™

Birlasoft combines the power of domain, enterprise and digital technologies to reimagine business processes for customers and their ecosystem. Its consultative and design thinking approach makes societies more productive by helping customers run businesses. As part of the multibillion-dollar diversified The CK Birla Group, Birlasoft with its 10,000 engineers, is committed to continuing our 158-year heritage of building sustainable communities.