K-PRO

Application and Infrastructure Maintenance & Support
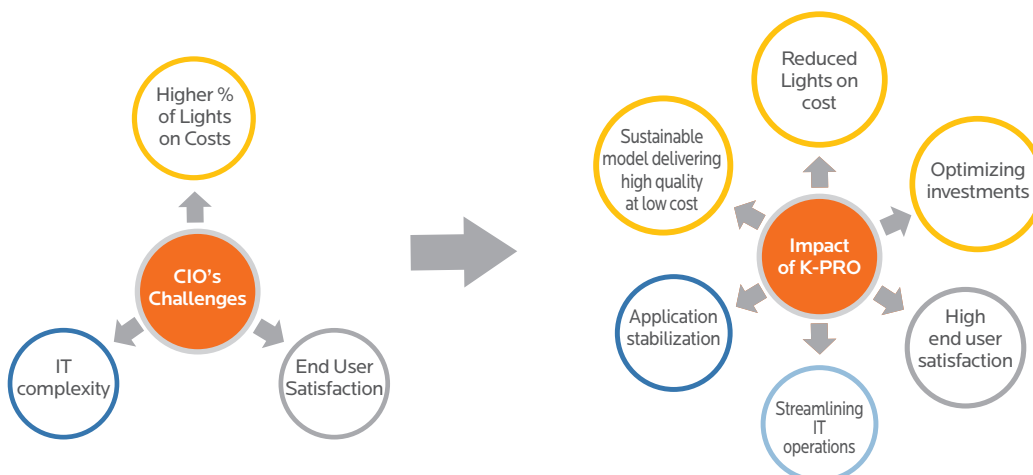
A Framework that Reduces IT OPEX Year-on-Year

While IT applications are an absolute must for organizations, maintaining them can often become a mammoth task. Research shows that organizations spend up to 70-90 percent of their IT OPEX budget on Application maintenance and Infrastructure management. Therefore, choosing the right maintenance framework becomes a crucial decision. K-PRO is an end-to-end Application and Infrastructure Maintenance & Support framework which helps customers reduce their support cost year-on-year and enhances resource utilization without compromising on end user satisfaction. Whether you are a large enterprise or SMB in the manufacturing and automotive industry, K-PRO is customized to suit the needs of each organization. The framework addresses strategic, tactical and operational challenges in running the IT maintenance services.
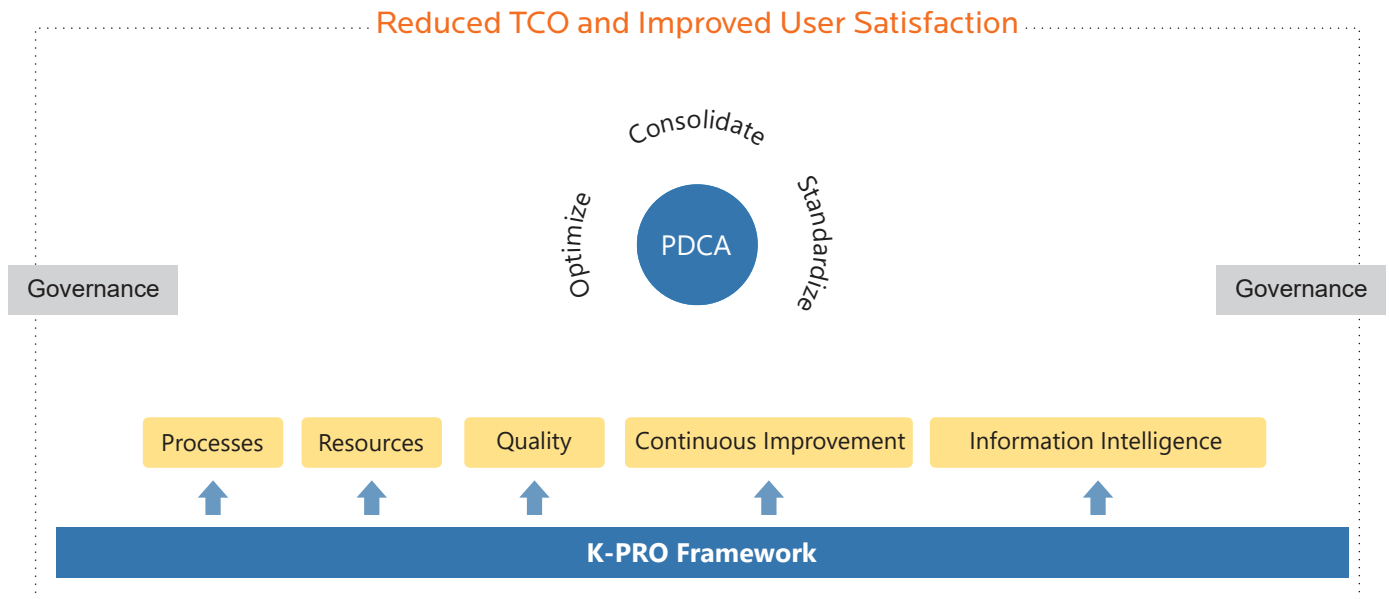
Our Perfective, Preventive and Adaptive maintenance approach improves system stability along with optimizing the use of existing assets.

- Complete application maintenance life cycle
- Production Support
- Enhancements
- Upgrades
- Portfolio Management
- Third party tools Maintenance Infrastructure and Database Management

Challenges Minimized, Customer Satisfaction Guaranteed

Higher % of Lights on Costs

CIO's Challenges

IT complexity

End User Satisfaction

Reduced Lights on cost

Sustainable model delivering high quality at low cost

Optimizing investments

Impact of K-PRO

Application stabilization

High end user satisfaction

Streamlining IT operations

K-PRO Framework

Reduced TCO and Improved User Satisfaction

Consolidate

Optimize   PDCA   Standardize

Governance

Governance

| Processes | Resources | Quality | Continuous Improvement | Information Intelligence |

K-PRO Framework

Solution Highlights:

- Consolidates IT services areas
- Standardizes IT assets / processes
- Optimizes technology / processes
- Strong governance

K-PRO application and infrastructure maintenance & support framework reduced IT OPEX by 12% annually in addition to business benefits worth $1.5 million for a large engine manufacturer.

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 diversified CK Birla Group, Birlasoft with its 10,000 engineers, is committed to continuing our 150 year heritage of building sustainable communities.