



## Legacy Application Support Advantage

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The Legacy Application Support service offering from Computer Aid, Inc. (CAI) is a component of CAI's strategic "outsourcing" strategy for the support of your legacy applications. CAI assumes responsibility for all aspects of support including taking end user calls, 24 hour coverage of production problems, implementing user requested changes or enhancements, and the management and tracking of all of these activities.

**"Demonstrated VALUE by increasing productivity, quality, and user satisfaction while reducing support costs."** – Tony Salvaggio, President

### Costs, Resources, Experience, Quality, Productivity, and Satisfaction

Your costs for programming support become reduced, fixed and guaranteed. Your programming resources are freed to concentrate on new strategic initiatives or be reallocated. The CAI resources bring their extensive experience in maintenance to you. Our proven methodologies and **TRACER** tracking software produce superior levels of quality, productivity, and customer satisfaction.

### CAI Legacy Application Support = Methodology, Process, Metrics, QC, QA, and TRACER

CAI has used its 10 years of experience in Legacy Application Support at over 40 major clients to develop and fine tune the methodology and processes used in supporting your applications. Both productivity and quality metrics are gathered and reported as a by-service of performing work, with a minimum level of administrative time. Tracking and reporting on specific Service Level Agreements (SLA) and Work Quality Control Metrics (QC) are an automatic part of the processes used. Plus, we will have a trained Process Quality Assurance analyst on the team who perform periodic process quality assessments within the team insuring the process methodology is followed by the CAI team.

**TRACER** is the proprietary software service developed by CAI for our Legacy Application Support engagements. The same 10 years of maintenance experience was used to develop **TRACER**. The CAI methodology, process, and QC are built into **TRACER** and are reinforced by its use. **TRACER** also tracks and reports all of the Legacy Application Support events and service levels and metrics using powerful report customizing features.



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### Highlights - Costs

CAI Legacy Application Support is a strategic outsourcing service offered at a fixed price per month. Wrangling over hourly rates for each person is eliminated. Overtime necessary to provide support, including after hour on call support, is included in the fixed price. Plus, due to the productivity gains using our methodology, tools, and the experience of the CAI Legacy Application Support Team, support productivity is increased, where more work can be completed with less resources. Even the Team's PC hardware and software are provided by CAI.

And, since it is "Managed" Maintenance, you and your application manager no longer spend time overseeing the detail of support, or recruiting and managing support staff – thus further reducing costs and greatly increasing the productivity of your management team allowing them to focus on planning and managing your business.

### Highlights - Resources

Once the CAI Legacy Application Support team is in place and operational, you are free to either reduce or re-deploy your existing support staff. They can concentrate on new business initiatives thus better using their "core" expertise and knowledge of your business. CAI Legacy Application Support will allow redeployment of your staff in many areas including:

- Developing New Strategic Applications
- Business Process Re-Engineering
- Implementing New Technologies
- Customer Business / Technical Support
- Additional Management Initiatives

Think of the many ways that you could improve services to your customers once your knowledgeable staff are available for new assignments.

One other benefit. The risks to your day to day operation from key personnel turnover as well as the ever increasing headaches and costs inherent in replacing staff are all eliminated with CAI Legacy Application Support. We take these responsibilities and guarantee a continuous high level of service, accomplished through our processes, methodology and **TRACER**.

And you still get all the advantages flexible staffing. The responsibilities of the CAI staff can be increased or decreased over time as your business needs change. As the older applications



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are replaced and retired by the newer applications the CAI staff and responsibilities can be reduced or reallocated.

### CAI Legacy Application Support – Proven Experience

The CAI Legacy Application Support methodology was developed using more than 10 years of experience over 40 major clients. It is continuously reviewed and refined by our Legacy Application Support Practice Consultants and Quality Analysts. The processes and deliverables have been proven both flexible and successful in many different industries. The entire methodology is process driven and quality assured through signed checklists and reviews that eliminate mistakes commonly made in other environments. Discussions with end user staff and their approvals are required in all support tasks, improving communications and user satisfaction.

A comprehensive Legacy Application Support Transition methodology was developed by CAI which makes the knowledge transfer from your existing staff to the CAI staff, and the transfer of each responsibility, measurable events with detailed schedules and deliverables at each step. The end result is a transition that is invisible to the user community with no “dip” in the support services during transition or when responsibilities are transferred to CAI.

### Demonstrated Success

Each CAI Legacy Application Support Project Manager is responsible for support service metrics that have been developed and refined over numerous support engagements. All significant production, productivity, and quality metrics are recorded. These include:

- Production Availability and Quality
- Support Response Time and Accuracy
- Support Event Tracking and Reporting
- Estimating Accuracy
- Programming and Testing Metrics
- Productivity and Time Allocation
- End User and Customer Satisfaction

All of these and much more are automatically tracked through our proprietary Legacy Application Support software known as **TRACER**. It also has powerful reporting capabilities allowing identification of:



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1. Problem root cause analysis and trends
2. Personnel time tracking
3. Issues tracking and management.

Plus, the entire CAI Legacy Application Support methodology is programmed into **TRACER**, ensuring compliance with all process rules. Yet **TRACER** is table driven and therefore extremely flexible for any environment. Table and metric customization is done for each client during the Transition process. And through Continuous Process Improvement (CPI) methods, the CAI Team will always be striving for higher quality and productivity goals.

### CAI Legacy Application Support – Corporate View

All CAI Legacy Application Support services have quality control and quality assurance built into each all processes. Most are automatic and clearly evident in the required deliverables that are part of every process. Starting with our recruiting and hiring processes, through our staff training and knowledge transfer, continuing in every step of your Legacy Application Support Transition, and then ongoing for the life of the support engagement.

Each CAI Legacy Application Support Team has a Quality Assurance Analyst assigned to verify compliance with all of your processes as well as ours. Our corporate Legacy Application Support Practice Consultants perform regular quality reviews during the Transition and periodic reviews with all of our Legacy Application Support teams throughout the life of the engagement to ensure a consistent delivery of superior work services and services to each of our clients. The methodology highlights any discrepancies or variances from agreed standards and are addressed quickly and effectively by the Quality Analysts and the team.

### CAI Commitment

Legacy Application Support has been a premier offering within the CAI service portfolio for over 10 years and continues to be a major focus of CAI's current and future business strategies. CAI is committed to providing absolutely the best application strategic outsourcing support service without equal in the consulting industry.

CAI and continues to commit significant resource in continued development, documenting, and refining our methodology and QA processes. Along with the processes and



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methodologies, CAI believes in investing in the future by investing in people. We maintain a suite of highly structure training programs devoted to the continued development of our Legacy Application Support Practice Consultants, Project Managers, Quality Analysts and Technical Team Members.

### **The Next Step**

Contact your Computer Aid, Inc. representative for more information, a demonstration of our Legacy Application Support methodology and **TRACER** software, or for a professional assessment of your support needs and a report on how CAI Legacy Application Support will deliver value through productivity, quality, and still reduce your support costs.