

Columbus®

A photograph of a white lighthouse with a red top, situated on a rocky island. The lighthouse is surrounded by a large pile of dark, jagged rocks. The ocean is visible in the foreground with waves crashing against the shore. The sky is a pale, overcast blue.

5 tips to help you choose the
right AMS partner



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In the age of digital transformation—and today’s continually changing technology landscape—the role of efficient application maintenance and support has become critical. Having the right Application Management Systems (AMS) can help improve service levels and scale up business performance with greater efficiency. But how do you choose the right AMS partner?

Here are five tips to help you choose the right partner. Find a partner that:

1

Ensures agility and holistic services

The right partner should take care of issues, service requests, support and new developments. They should have a structured and comprehensive module to handle new releases, changes and events. Ensure your partner has a standardized implementation and service delivery model based on ITIL standards. This will help you choose from their offerings according to your business needs and budgets. Some of the critical things that you should be clear about include: How many releases do you want in a year? What is your budget? How much time and money have you planned for re-development? Having accurate answers to these questions has the potential to make your engagement with your potential partner more fruitful.

2

Understands what is essential to drive your solution

Go for a partner who, at short notice and with information about the customer (you), can understand what is necessary to maintain and operate your solution. Someone who understands all your processes and the importance of the solution being reliable, fast and easy to access. Some questions to ask to determine whether your potential AMS partner is well versed include:

- How to navigate the deployed solution?
- How to best extend a well-structured and predictable service around a solution that entails new releases, patches, support, future development, new functionalities and interfaces, new subsystems, etc.?

With a thorough understanding of the industry's best practices, the AMS partner can then learn about the other necessary details from you.

3

Knows that 'it's best to begin now, but it's never too late.'

Your potential partner should have an understanding of why it is critical to have your AMS in place when you have a go-live date in mind. Once you have finalized your development phase and are starting to test your system, you are ready for the transition of knowledge and information. Then, plan on the implementation of Hypercare and stabilization phases after you go live. The sooner your potential AMS partner is willing to anticipate this, the more stable and predictable your environment will be to go live. Don't worry if you have not been able to prepare ahead of time. A mature AMS partner also knows that 'it's never too late.' They will be able to help you choose and achieve the right level of service that your business needs.





4

Recognizes the complexity and need of the system (the criticality of AMS)

Gone are the days when organizations had ancient systems and relied on restricted skills since the complexities and integrations required were limited. Today, businesses need considerable skills and intelligence to navigate modern, complex solutions. Therefore, ensure that the partner you get onboard understands how important it is for you to realize the investments you have made in your applications. Your partner needs to recognize that maintenance is critical and complex, and you depend on the benefits it yields.

5

Offers global 24/7 support

The right strategic partner offers access to experts around the globe who can provide support and answers anytime, anywhere quickly. However, this does not mean they are just a support unit. Your AMS partner needs to be an operational unit that has the capability of managing the system environment and all the aspects of the system.

Why Columbus

ColumbusCare helps you realize a higher value on your business application investments with well-established processes and uptime guarantee.



More than **500+** customers



60,000 cases solved every year



99.7% uptime



A dedicated team of **300** people



24/7 Global support



Customers in more than **45** countries



Columbus AMS Consultants have on average **10 years** experience in IT / business



Contact:

 888 209 3342  us-marketing@columbusglobal.com

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