

SUCCESS STORY

AMS

Comprehensive AMS Support For Enhanced System Reliability and Performance

Company Name:
Cubastion IT Consulting

Industry:
AMS

Location:
India

Impact
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Application
-

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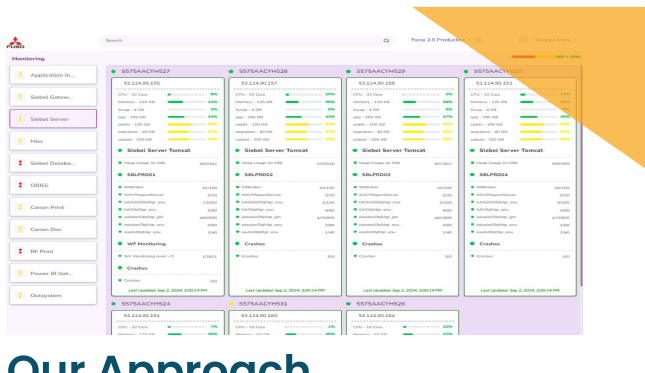
Cubastion AMS Support

A CASE STUDY

Comprehensive AMS Support For Enhanced System Reliability and Performance.

Background

Cubastion Consulting, with 17+ years in digital transformation, enhances customer, employee, and partner experiences while improving operational efficiency across industries like automotive, communications, financial services, and consumer durables. We modernize business processes through integrated infrastructure, applications, and operations, using a customer-centric approach and data science. Our services include digital transformation, customer experience management, operational optimization, analysis and forecasting with Power BI, Salesforce, and Tableau, and comprehensive integration services.



Our Approach

Comprehensive Resource Analysis

To align team capacity with operational demands by reviewing resource allocation across AMS CR, incident management, and service requests by analysing and identifying significant resource drains. This provides a clear baseline for resource utilization and highlighted areas requiring additional support.

Automation Strategy

Optimised resource allocation by automating repetitive service requests and reducing manual workloads. The approach involves analysing historical ticket data to identify recurring requests suitable for automation, developing and implementing automation tools, and deploying them after thorough testing.

Challenges Faced

● Managing High Volume of Incidents and Recurring Issues

The inability to efficiently manage and resolve incidents leads to prolonged downtimes, negatively affecting business operations and user satisfaction. Recurring issues increase maintenance costs and drain resources.

● Implementing Changes and Releases Without Disruptions

Poorly managed changes cause unplanned downtimes, performance issues, and system instability, affecting application reliability and user satisfaction.

● Maintaining Consistent Application Performance and Configurations

Performance bottlenecks and configuration errors degrade user experience and business processes, while lack of proactive monitoring leads to unnoticed issues escalating into major problems.

Cross Training Strategy

To align team capacity with operational demands by reviewing resource allocation across AMS CR, incident management, and service requests by analysing and identifying significant resource drains. This provides a clear baseline for resource utilization and highlighted areas requiring additional support.

Predictive Modelling & Capacity Planning

To anticipate future support needs and align resources with expected demand. Key actions include developing a predictive model using historical ticket data to estimate future ticket volume and classification and adjusting resource allocation based on these insights to prepare for challenges.

AMS Activities Performed

- **Incident Management:** Incident Prioritization and Resolution: Assess the severity of incidents and prioritize them for resolution. Address and resolve incidents promptly. Also, keeping users informed about the status and resolution of their reported issues.
- **Application Performance Monitoring and Optimization:**
 - Performance Monitoring: Track the performance and health of virtual servers, integrated APIs, and batch processes to identify potential bottlenecks.
 - Optimization: Implement performance improvements to ensure applications meet performance standards.
 - Risk Identification: Identify and report potential risks related to server health or data transmission failures.
- **Root Cause Analysis:** Analyze recurring incidents to determine their root causes. Develop and implement strategies to prevent the recurrence of identified problems.
- **AMS Change Requests:** Analyze and implement requested changes, with each AMS CR of not more than three days. Testing and Deployment to ensure changes are properly tested and deployed without causing disruption.
- **Release Management:** Oversees the planning, coordination, and execution of software releases and updates fixes to ensure a smooth transition. to ensure successful deployments.
- **Reporting and Analysis:** Provides insights through reporting and analysis to drive improvements and monitor application performance. Produce reports on application performance, incident trends, and requested enhancements.
- **Documentation and Knowledge Management:** Maintains comprehensive documentation and knowledge resources to support application management and build and manage a knowledge base for both support teams and end-users.
- **Service Request Management:** Involves logging, categorizing, and assigning incoming requests for swift resolution. Each request is assigned to a relevant team member who is responsible for ensuring that the necessary changes or actions are implemented promptly. The process emphasizes timely execution, with all actions being carried out within the specified timeline to meet service level agreements (SLAs).Regular communication ensures the client is kept informed, and the resolution aligns with their needs.

Service Level Agreements

- **Functional and Technical Support:** Accept and log tickets during designated hours. Address and resolve users' functional queries efficiently. Operate according to the Client's calendar dates and times to ensure alignment with client schedules. Guarantee a response time of within 2 hours for Priority 1 problems during non-supporting hours.
- **System Availability and Reporting:** Maintain a target system availability of 99.5% uptime. Excluding planned maintenance and other scheduled outages from the server availability SLA measurements to maintain accuracy and transparency
- **SLA Reporting and Escalation Procedures:** Update the status of open calls regularly, providing progress updates to the relevant personnel and logging these updates in the help desk application. Follow established escalation procedures as per client's internal standards when issues persist beyond the targeted resolution time. Conduct monthly AMS Status Reviews to assess performance against SLAs and report these findings to management, ensuring continuous improvement and accountability.

Resolution Type

Resolution Type	Resolution Type	Call Back Time	Target Resolution	Status Update
● P1- Critical	Impacts business operations across a majority of the user base (over 50 users) and all application functionalities.	30 Mins	4 Working Hours	Every Hour
● P2- High	Services are seriously degraded but can continue with a temporary workaround	60 Mins	6 Working Days	Every 2 Hours
● P3- Medium	Service loss affecting significant business functionality for a single user or a small number of users.	2 Working Hours	1 Business Day	As needed for clarification
● P4- Low	A single user can perform some activities, but a definite problem is identified in the application.	4 Working Hours	2 Business Days	Provided to the Help Desk

Business Outcomes

Enhanced System Stability & Uptime

- Achieving high system uptime and reliability, which reduces operational disruptions and maintains business continuity.

Timely Issue Resolution

- Quick resolution of technical issues, leading to minimized downtime and enhanced user satisfaction.

Optimized Application Performance

- Improved application performance through proactive monitoring and optimization, resulting in better user experience and efficiency.

Effective Management of Support Requests

- Efficient handling of support requests and changes, ensuring that user needs are met promptly and accurately.

Clear Communication and Escalation

- Well-managed communication and escalation processes, leading to swift resolution of critical issues and clear stakeholder updates.

Adherence to SLAs

- Consistent service delivery in line with agreed Service Level Agreements, ensuring reliable support and performance.

How We Do IT !

● Engagement Model

The engagement model for an AMS (Application Management Services) project typically involves a hybrid approach that combines both onsite and offsite services but can vary as per requirement to ensure efficient management, seamless communication, and high-quality delivery of services.

Offsite: Engagement services are rendered from Cubastion Gurgaon, India location.

Onsite: Resource are allocated on rotation basis for smooth communication between offsite team and Client.

● Forcemon (an in-house solution meticulously crafted for comprehensive monitoring)

FORCEMON is an advanced, in-house monitoring solution developed to provide comprehensive oversight and management of various application components and server resources. Designed with meticulous attention to detail, FORCEMON ensures that every critical aspect of the application environment is continuously monitored, allowing for prompt identification and resolution of potential issues.

ABOUT CUBASTION

Cubastion helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across platforms. Some of the world's largest companies and Indian Public Sector Undertakings trust Cubastion to deploy services to drive new levels of performance, competitiveness, and customer experience.

Over 18 years, Cubastion has built solutions that impact over 500+ million people around the globe working in different demographics across different cultures. Learn more about Cubastion at www.cubastion.com

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