

APPLICATION LIFECYCLE MANAGEMENT CAN BE COMPLEX. IT DOESN'T HAVE TO BE.

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Choose the right partner for seamless end-to-end application lifecycle management. Your partner should have a simple, practical approach and delivery to ensure continued business performance.

WHAT IS APPLICATION LIFECYCLE MANAGEMENT?

Application Lifecycle Management from BCX Exa offers seamless, end-to-end application lifecycle management and operation to provide secure, high performance platforms. Current application portfolio is maintained according to business-defined levels of service and availability.

WHAT DOES IT DO?

Application Lifecycle Management supports core business functions by monitoring, updating and upgrading applications at prescribed levels over their lifetime. This is done at the optimum cost structure to avoid compromising business performance. It also provides the application stability that underpins the day-to-day functioning of your business.

HOW IT WORKS

We:

1. manage incidents, problems, events and access, as well as request fulfilment as experts
2. make changes to the environment
3. assist with expert management of change and release
4. assist with deployment management
5. assist with transition planning and support.

WHY CHOOSE BCX EXA?

Our simple end-to-end solutions ensure that we can help you plan and implement strategies and initiatives in a fast, efficient and cost-effective way.

FEATURES AND BENEFITS

Features	Benefits
Application of updates, patches and security fixes to maintain security and quality.	Your application portfolio is updated and upgraded.
Availability of suitably skilled resources to perform maintenance services according to the levels of delivery you require.	Cost savings while maintaining business performance.
Pro-active monitoring.	Applications are monitored proactively.
Root-cause analysis.	
Preventative maintenance.	Preventative maintenance to control unnecessary expenses.
Service continuity.	Economies of scale are leveraged by outsourcing application maintenance and support to the skilled BCX Exa resource pool.
Continuous improvement in the stability and availability of applications.	A stable application environment.

PRODUCT OPTIONS

Pricing Model

Our pricing is calculated on a full-time equivalent basis depending on

- your scope
- the number of applications required
- the development language/s used
- the extent of interfacing and integration
- data migration requirements

Full-time equivalent rates are charged according to the approved rate card.

Service Components

Our service components are:

- application monitoring
- performance dashboards
- maintenance methods
- support services

Service Level Options

We maintain and support applications through agreed service definitions which describe the roles and responsibilities of the different parties, as well as agreed service levels which form the foundation for measurement of and reporting on the application management service.

AVAILABILITY

Available nationwide. For more information, contact your account manager, or email BCXExa@bcx.co.za