

APPLICATION SERVICES

SERVICE	SILVER	GOLD	PLATINIUM
Service establishment	✓	✓	✓
Helpdesk support (1 st , 2 nd , 3 rd line)	✓	✓	✓
Tailored SLAs and call-offs	✓	✓	✓
Incident resolution	✓	✓	✓
Monitoring	✓	✓	✓
Your choice of off or on-site resolution		✓	✓
Application management & maintenance		✓	✓
3 rd Party software support & maintenance		✓	✓
Tailored support procedures		✓	✓
Software configuration resolution		✓	✓
Code/data/performance issue resolution		✓	✓
Enhancement services		✓	✓
24/7, 365 support			✓
Full application replication			✓

Your choice – build the package that works for your specific requirements!



Trusted by global corporations and household brands for over 40 years

APPLICATION SERVICES

WITH OVER 40 YEARS OF EXPERIENCE, OCS HAS A PROVEN TRACK RECORD OF SUPPORTING GLOBAL CORPORATIONS AND WELL-KNOWN BRANDS

Finding affordable, reliable Application Services from external sources can prove challenging. Most can only provide support for one technology, while others won't commit to SLAs. At OCS we offer multi-technology Application Services, all under one contract. Allow us to solve the problem, by utilising OCS' flexible Application Services solution. Our Application Services offer a diverse, flexible and full range of IT services ensuring your applications or platforms continue to meet your business needs.

- **Seamless service continuity**
Matching risk, investment, and business benefit
- **Flexibility**
Create the support package to suit your business needs, with any combination of 1st, 2nd, or 3rd line support
- **Help desk facilities**
All services are one call/email away
- **Universal contract**
Multiple services/tech under one
- **Location flexibility**
Off-site or on-site follow up and resolution
- **Comprehensive skills base**
Wide range of skilled consultants at your fingertips
- **Continuity of business & system knowledge**
Nothing lost at the end of contract
- **Support effort may be expended to match business and IT demands**
Ability to manage peaks and troughs

Which technologies do we support?

- Java
- Microsoft
- SAS
- PowerBuilder
- Oracle
- Legacy
- VB6
- .NET

And many more!



Trusted by global corporations and household brands for over 40 years