

The four steps to activate MAS

Outsourcing of Maintenance and Support activities means fewer worries about software applications and more focus on the daily business opportunities. But to do so is a big step!

Handing over the care for your applications to another means that the third party has to be reliable and has to be supported by a proven process and methodology.

ADA ICT is such a trustworthy entity and is specialized in supporting your business software.

Therefore, it is important in the transfer of business software to process this with a step-by-step approach. The 4 steps to activate Maintenance And Support, as described below:

1
Application
analysis based on
documentation and
background

2
Remote
accesses
tested

3
Functional and
technical sessions
for handover

4
Formal service
kick-off with
stakeholders and
end-users

The five reasons to choose MAS



Stimulates innovation Application maintenance is inevitable but time-consuming. Outsourcing gives you more time, allowing you to focus on the core priorities of your business.



Optimizes continuity Maintenance prevents problems. We all know this, we have our cars regularly checked with vehicle inspections. Do you know what the risks are concerning your business? With a MAS contract we are ready to help you in any circumstances, 24 hours a day.



Reduces costs Maintenance renews the lifetime of your software: software is a business asset - every extended year equals pure profit. MAS also optimizes human resources costs by allowing to allocate client internal resources to new value added projects/activities while a specialized center is going to take care of the existing applications, using specific tools and methodologies and focus on this task as/when needed.



Secures software investment Securing your software investment is simple with a Maintenance and Support subscription.



Anchors your development quality Every application that is put into maintenance is quality-tested beforehand on various aspects, including architecture, infrastructure and naming conventions. We help you to anchor these aspects in your organization.

Ask us for **the Next Step** in your **business growth**



MAS Maintenance And Support

MAS stands for Maintenance And Support and is a collective name for all the services connected to Software Applications Maintenance on an OutSystems Development platform. This includes:



Why do you need maintenance and support?

The answer to this question is quite simple. Do you drive in a car which never has been checked? Do you plan a long trip without regular and previous maintenance? Of course not. The same goes for software applications. Yet, for the latter the impact can be much more disastrous than just having a flat tire. Critical Business applications are the backbone of your organization. They assist you in conducting your business and meeting your company objectives. Downtime means failure and costs a lot of money. This is why 'continuity' is important, to ensure the accessibility of your software application environment. MAS will decrease the danger of a defective system significantly. In addition to the the risk of failure, there is another valid reason to outsource the management of maintenance: periodic maintenance.

Periodic maintenance will renew the lifetime of your applications and adapt to business requirements evolution. In a fast-moving ICT world, companies are being forced to replace existing software in order to satisfy demands on the market, or to meet ever-changing user demands. For example, the use of mobile apps has changed expected requirements dramatically.

Using the OutSystems platform and having implemented maintenance prevents purchasing new software packages/applications within the foreseen time. Regular maintenance will adjust the software in the intervening period and implements the last technical innovations within a cost/benefits balance. Every year after the foreseen lifetime of your software applications means no premature investments and saves a lot of money. But the most important reason to embed Maintenance And Support in day-to-day business is a happy customer and/or employee. Accessibility and good working software guarantee these goals.



Implementing MAS

After the MAS Assessment, the past technical and functional scope, as well implementation as maintenance history are known for both parties. It must be clear that in order to deliver maintenance and support and fulfill the SLAs wanted, what quality level is required. These goals and premises are part of the scope/contract that supports and defines the MAS

service. The Quick Scan tool's report, if used, is an annex of the agreement. This complete document represents your expectations in order to have an executable contract and enhances the customer satisfaction. After verifying and testing if all the accesses are in place, the handover with the previous MAS team or third-party is carry out and the MAS service begins.



MAS services into practice

Our organization is internally organized based on the ASL (Application Support Library) method. This consists of the following priority areas: contract-, planning-, quality-, financial- and supplier-management.

Every customer gets his own website portal to correspond with our helpdesk and can look into certain priority areas. In this portal a dashboard is available to show the status of: outstanding incidents, requested changes and support questions overall. When incidents occur we follow the procedure agreed upon in the Quick Scan which has been anchored in the contract.

Every incident is assessed on urgency and impact. For regular maintenance every stakeholder has the possibility to request a software change (RFC). Depending on the priority and the classification, given by the stakeholders, the RFC will be assigned to the Backlog in a certain (scrum) sprint. To implement sprints on a maintenance level, the end-user displays a sense of trust, knowing that questions are answered within a defined period (called heartbeat). At fixed times we report on the overall state of progress on an operational level. Evaluation of the delivered performance on a management level can be scheduled at every desired moment.