

PRODUCT SHEET - BI & ANALYTICS APPLICATION MANAGEMENT

Are your project deliveries impacting the support of existing solutions?

Your team is contributing to business-critical projects, new solutions, upgrades, but you are still responsible for keeping the lights on the existing solutions and make sure that the users receive the needed support and critical changes.

Balancing your own resources inevitably results in risking delays in the projects, and their motivation leans towards more exciting project contributions rather than time-consuming support on the existing solutions.

Down-prioritizing the existing solution results in decreased performance and satisfaction. Paradoxically, this in turn impact the business willingness to invest time and resources in projects, as they still expect the current foundation to run smoothly.

You find yourself justifying your priorities, and you feel that no matter who you try to satisfy, some of your stakeholders will always be unsatisfied.

Approxima's solution

Each organization is unique, but as we have set up and worked with Application Management teams in several organizations ourselves, we can help you focus on what really matters, capitalize on the expertise you have at hand for your business-critical projects, while we handle the management of the existing BI solutions.

As even simple solutions can be time and resource consuming, we will prioritize and agree on an incremental level of support, so that we from day one can relieve some of your most stretched resources with simple solutions, and from there work our way up.

The time that you gain here will enable you to extend your presence and contribution towards new business initiatives: your specialists will be enabled to engage with the business users in a more serene climate, as they won't have to discuss long-standing incidents and changes before discussing new value-adding initiatives

Your Benefit and Business Value

You will be able to re-prioritize your time, tasks and resources and focus on new, value-adding initiatives instead of discussing incidents and corrections. Your own resources will feel motivated, all the while you are still able to run your systems and attend your business users 360°.

You should expect:

- Better allocation and fewer bottlenecks from your team
- Improved user satisfaction
- Projects not running at the detriment of support, or vice-versa