

Improving Availability and Agility with Application Management Solutions

Application Management Services have seen a significant shift from the past, when the main focus was simply on schedule, cost, and efficiency to modern software metrics – speed, quality and value. These new metrics are based on continuous feedback from customers and business partners, and have a big influence on many of the trends that are currently shaping Application Management Services (AMS), including:

- **Operations Automation** – Enterprises are exploring automation in day to day operations to provide self-service, auto ticket remediation, predictive maintenance, service orchestration, automated build and deployments to reduce the burden of repetitive, labor-intensive tasks.
- **Integrated Development and Operations Team** – The prevailing approach is shifting from more traditional discrete Development and Operations teams into a flexible pool of resources capable of working on either.
- **Agile Development** – There is a big move within development organizations towards using agile best practices to deliver faster time to market.

Syntel's Solution

In order to enable our clients to better align with the changing industry needs, Syntel leverages its next-generation application management solution. The three major components of this solution are:

Automation assisted ITOps

- Real-time monitoring: Batch progress monitoring, failure reporting, and remediation dashboards
- Integration with service tool for detection, reporting and remediation of failures
- Intelligent customer connect: Anytime/anywhere access to operations team, natural language processing-based self-service solutions
- Auto provision: Automatic environment provisioning, health checks and DevOps automation

Site Reliability Engineering

- Predictive operations: Analytics and decision support for usability, performance, quality and operations efficiency
- Proactive root cause analysis: Permanent resolution to reduce reactive support efforts
- Knowledge governance: Audio visual knowledge base with continuous updates through applications, operations, and SME actions
- KANBAN model: Business value-driven prioritization for break fixes and enhancements

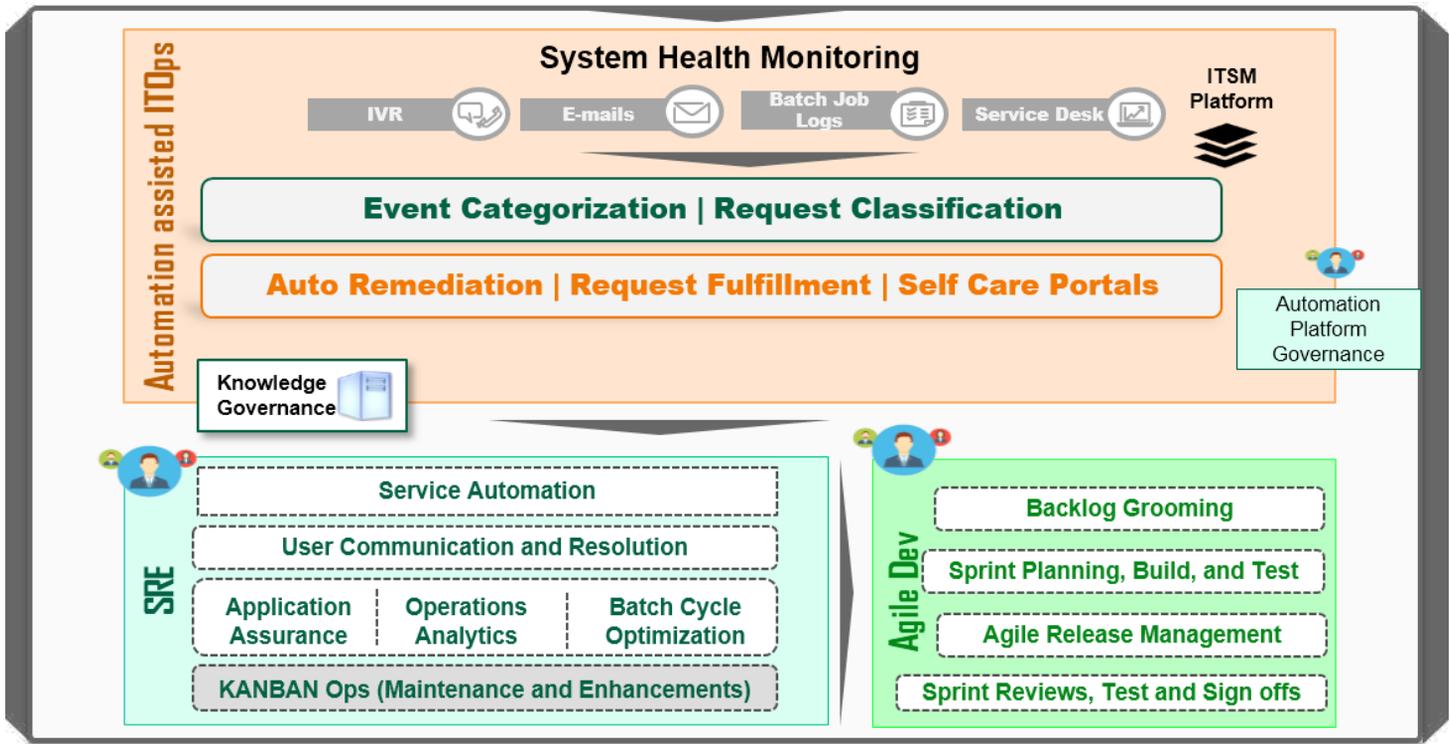
Agile Development

- G-Agile framework: Global scaled distributed Agile framework for integrated delivery
- Collaboration infrastructure: Scrum rooms, information radiators, virtual whiteboards, mobile VC units, concentration pods, media/collaborative spaces
- DevOps automation: Continuous integration, testing and deployment
- Cloud based unified development environment

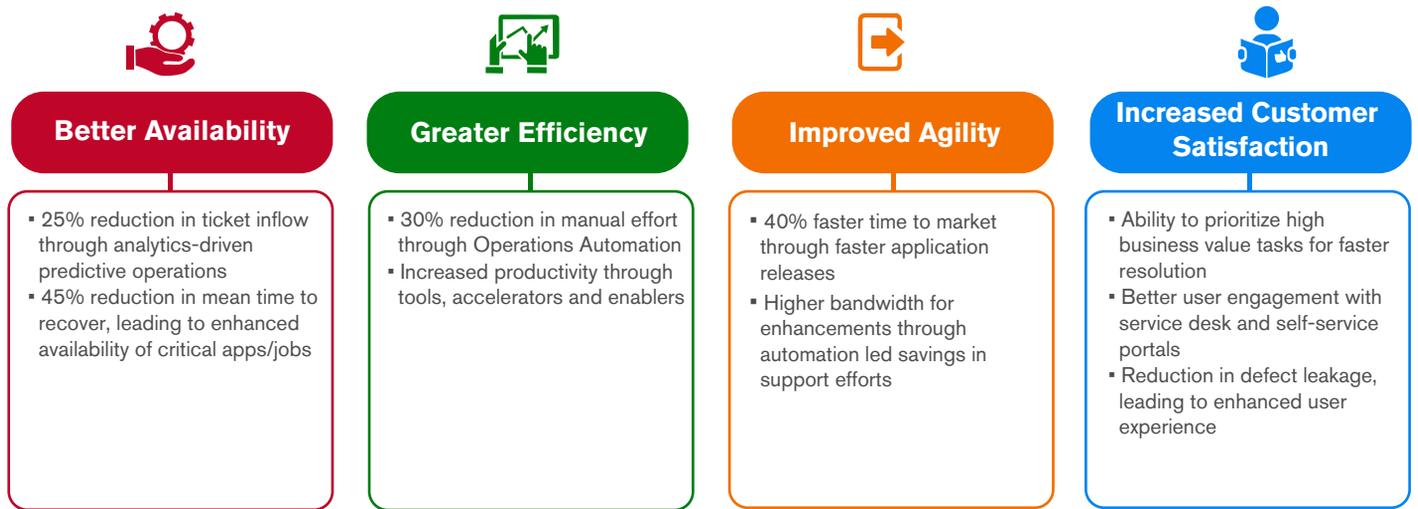
SOLUTION FEATURES

- **Adds breadth and depth to the role of App Management teams:** Expands the operational scope of support teams to include upgrading, stabilizing through preventive maintenance, and maintaining the automation ecosystem
- **Integrates automation into service delivery:** Automation becomes a key component of service delivery with Automation assisted IT Ops as the first layer of operations, plus automated self-service, monitoring, remediation, etc.
- **Focus on demand reduction:** Site reliability engineering teams reduce the flow of tickets, building stable systems through proactive fixes, automation solutions, and root-cause analysis.
- **Kanban model** – Prioritize tasks based on business value, leading to enhanced customer satisfaction.

Application Management System Architecture



Business Benefits



About Syntel

Syntel (Nasdaq:SYNT) is a leading global provider of integrated information technology and knowledge process services. Syntel helps global enterprises evolve the core by leveraging automation, scaled agile and cloud platforms to build efficient application development and management, testing and infrastructure solutions. Syntel's digital services enable companies to engage customers, discover new insights through analytics, and create a more connected enterprise through the internet of things. Syntel's "Customer for Life" philosophy builds collaborative partnerships and creates long-term client value by investing in IP, solutions and industry-focused delivery teams with deep domain knowledge.

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