Application Managed Service

A comprehensive package providing immediate support and long-term benefits.

GTSgroup

Contact our sales team today

WHY AN APPLICATION MANAGED SERVICE?

The IT landscape of today is ever changing, growing in its influence and complexity. This complexity has become costly, with two thirds of businesses planning to increase year-over-year IT spending, and overall IT spending projected to increase by 6% over 2024[1]. The challenges attached to a high rotation of in-house IT support personnel, and constant changes in specialised functions, systems and processes, has caused an IT outsourcing boom.

In response to the growing need in IT support, GTS Group is offering an Application Managed Service (AMS) tailored for real-time system applications. Working to take complete care of the day-to-day management of your nominated real-time system applications, the AMS targets 6 key areas of business within its support framework: strategy, governance, organisation, process, technology, and innovation.
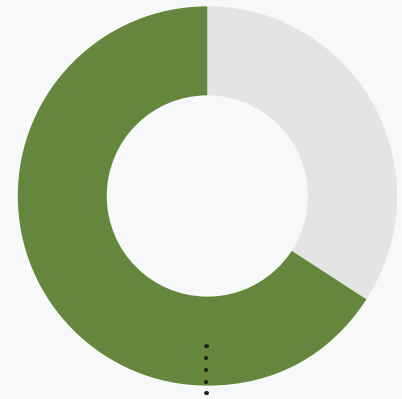
66% of businesses plan to increase year-over-year IT spending

Strategy	Governance	Organisation	Process	Technology	Innovation

DEDICATED RESOURCE

A dedicated part-time or full-time senior resource will be integrated into your business to optimise the full capabilities of your real-time operational system applications. The % full time equivalent (FTE) resource provides the customer with a pool of hours, managed by GTS in conjunction with the customer, to handle fluctuations in support and project demands.

If the allocated pool of hours is depleted before the agreed end date, the customer can purchase additional hours through a new purchase order.

APPLICATIONS WE MANAGE

Real-Time Data Stores
Collect, store and analyse historical data from various industrial processes and systems.

AVEVA PI System

Data Visualisations
Create real-time dashboards and visual representations of data collected from various sources.

Grafana Vis.suite
PI Vision
Orchard

System Management
Manage and maintain the control software and configurations of industrial automation and control systems.

Octoplant

GTSgroup

1. Spiceworks., & Aberdeen Strategy & Research. (2023). *State of IT*. Spiceworks. https://www.spiceworks.com/research/state-of-it/

APPLICATION SUPPORT

Life-cycle Management
We manage the entire life-cycle of your applications, following a systematic approach to ensure efficient management and continuous improvement of your applications.

Performance Monitoring
Our team employs advanced monitoring tools & techniques to track the performance of your applications in real time. We identify bottlenecks, optimise resource utilisation, and enhance overall application performance.

Security and Compliance
We provide application management systems with industry-standard security protocols. We also conduct regular vulnerability assessments and ensure compliance with relevant regulations and standards.

Upgrades and Enhancements
The GTS Support team stays updated with the latest trends and innovations to ensure your PI and other Operational System applications remain efficient, scalable, and aligned with your business goals.

BENEFITS

Improved Application Performance
Ensure your applications operate optimally, delivering reliable and consistent performance.

Cost Optimisation
The AMS pricing model is flexible and scalable, allowing you to optimise costs based on your organisation's needs.

Focus on Core Competencies
We take care of your applications so you can concentrate on your core competencies and strategic initiatives.

Knowledge Retention
Ensure the applications and system knowledge remains within the business through our AMS program and dedicated professional technical resources that we are able to provide.

Access to Expertise
With a team of experienced professionals possessing deep domain knowledge and technical expertise, you can adopt the latest technologies and industry best practices, maximising the value of your applications.

Digital Transformation
Our collective expertise, knowledge and experience provides you with a partner that is able to assist in successfully navigating your digital transformation journey.

GTSgroup

GLOBAL REACH

Australian Support

GTSgroup

Contact our sales team today