

Service Brief: Managed Application Services

About IPL

IPL offers specialist application support services to clients in both the private and public sectors.

Founded in 1979, IPL has a long history of successfully delivering excellent value software application support.

IPL's services are renowned for their quality and value. Our Managed Application (MA) services provide an industrial-strength application support process framework, based on ITIL® V3. Our staff are talented and highly trained individuals with extensive industry experience. We consistently exceed our clients' expectations through a combination of imaginative thinking, managerial and technical expertise and many years of systems engineering experience.

IPL's track record in software support is exceptional. Our proven support methodology allows us to cut through technical complexity, manage risk and completely focus on delivery. We consistently deliver reliable and efficient support.

IPL an ISO9001:2008/TickIT registered company and has been awarded the ISO27001 certificate for Information Security Management. IPL has a permanent workforce of 260, revenues of ca.£29M p.a. and 40,000 sq ft of secure office space in central Bath.



Delivering intelligent application support through coherent processes

Experts in managed applications

IPL has a formidable reputation as one of the finest software services companies in the UK. One of our core services is managing and supporting clients' software applications, irrespective of whether we developed them. Delivered with characteristic precision, efficiency and flexibility, we call this IPL's **Managed Application (MA)** services. MA services draw on the best of modern industry practice, and are closely aligned with the IT Service Management Forum's IT Infrastructure Library ITIL® V3.

IPL has used this process-driven approach time and again to support large and complex client applications. Such clients include MoD via EADS, Highways Agency, Orange and Kent Police.

Sustainability by design

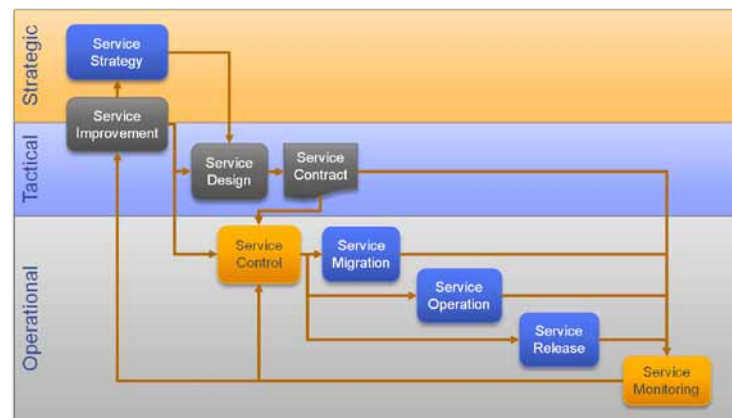
Our approach to negotiating the MA service contract is completely open and flexible. We are not constrained by any preconceived commercial position and will work in good faith to construct a deal that is both innovative and supportive of the client's commercial objectives.

IPL's MA services are specifically designed to meet the particular needs of each client. The service definition is agreed explicitly in a **service contract** so that the client can be absolutely certain of what to expect from IPL. The service contract documents a clearly defined **service scope** and **service levels** and is based entirely on our understanding of the client's needs.

After thoroughly reviewing the available software documentation we profile our MA services: to match our client's specific needs for service **continuity**, service **availability** and support **capacity**; and to integrate any third party support elements that our client's application needs. Further, we confirm its technical and organisational **feasibility**.

Service migration

Often, an MA service customer will move its application to IPL from another support organisation. IPL recognises that there is significant risk in that move, if it isn't managed closely. The MA service processes address inbound Service Migration with great care, so that on the day of transfer, the MA service cuts in seamlessly. A detailed **migration plan**, approved both by our client and by our management team, shows clearly how every aspect of the migration will be done, checked, and managed.



Service validation

On the basis of the special characteristics of the client's application, we assign appropriate staff in our committed and professional support team.

To demonstrate technical readiness, we build a complete software image of the application, compare this with our client's current live software image, and we formally test our software image to prove its correctness. We apply formal **technical change management** to ensure that any software changes that are applied by the legacy support provider are tracked and included in our systems at cutover.

Release planning

Where onward development of the application is part of our service, at this stage we agree with our customer a first **release plan for enhancements**, outlining the required features, and presenting target dates for their detailed definition, implementation and delivery into the live environment. We review the release plan regularly to reflect our customer's evolving business imperatives.

Release & Deployment Management

When all the migration activities are done, we meet with our client to formally agree that all the requirements for Operational Readiness have been met, and to authorise commencement of support.

Service Operation

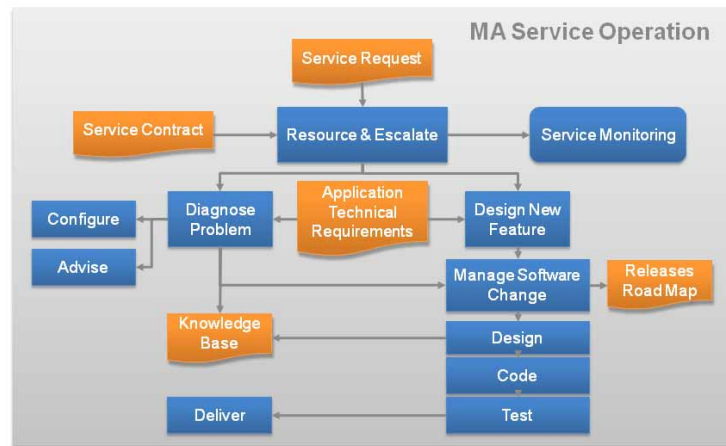
Integrated support

IPL's MA services deliver both incident management and application feature enhancement via a single interface. The customer sends its MA service requests to a single point of contact, where they are routed, according to the scope of the service contract, to incident resolution or feature development. Incident resolution is often simply a matter of providing expert advice quickly, supported by a knowledge base derived from the design process, or of correcting the application's configuration in the field. Where software changes are required, they are either rolled up into planned releases, or delivered more urgently as ad hoc releases or patches.

Backed by heavyweights

IPL's MA service services use the same staff who do IPL's application development work. That means our MA service support is delivered by

real software experts, who bring the insights of the software design discipline to the diagnostic and remedial process. It also means that our MA services can draw on IPL's full complement of over 200 practising engineers, should an incident need it.



Monitored and Assured

Every MA service request is timed, from time of request to time of customer satisfaction, and IPL's performance in responding to each request is reviewed against the customer's service contract. At regular intervals, IPL seeks to review its performance with each customer, at a case-by-case level, and to discover ways of improving it.

All the MA service processes are monitored by IPL's Quality department, which independently reports to IPL's board and which introduces accredited audit agencies to make independent assessments of the quality of IPL's work.

Why IPL's MA services?

Here's how one client benefited. Kent Police, a pioneer of intelligence-led policing, commissioned the development of an integrated Crime, Custody, Case and Intelligence system. IPL took over the responsibility for the support and all onward development of the system under a 7-year MA service contract. Andy Barker, Director of Information Systems & Technology commented on the service:

"Unlike most suppliers, they (IPL) do what they say they are going to do, they honour verbal agreements, and you feel that they are doing the best work they can do for you."

An IPL client writes:

"Actually appear to live the culture of customer support and commitment. Deliver what they say they are going to deliver when they say they are going to deliver."

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