



Application Management

Spring offers a comprehensive range of Application Management services to satisfy your application support and development needs. We have thirty years' experience of delivering tailored solutions across all major industry sectors, and have built our reputation on our cost effective, flexible, high quality solutions and services.

Our Application Management practice consists of three service groups:

- Application & Infrastructure Support
- Application Development
- Specialist Services

Application & Infrastructure Support

We offer a range of application and IT infrastructure support services, tailored to your needs. We also offer offshore or dual-shore services. Within our Support service group we offer:-

IT Service Management

Comprehensive IT service management, including a help desk facility, incident management, problem resolution, system monitoring and service optimisation. We can also include maintenance and enhancement activities, to ensure that your existing IT capabilities continue to meet your evolving business needs.

Application Support Operations Support

Support of IT hardware, networks and peripherals. This includes desk side support to cater for your day-to-day IT requirements.

Service Management Consultancy

We specialise in consultancy on best practice for Service Support & Delivery, following ITIL guidelines, to optimise the quality of your existing IT Services.

Whatever your choice, our professional, multi-skilled, team based support services will produce significant benefits. These include:

- A shared knowledge base. Our Managed Service shares application knowledge amongst an entire team, removing the risk of business critical expertise residing with one or a few people
- A single point of contact. A Service Desk facility will take ownership of user's problems, providing a single point of contact from the moment an incident is reported until the problem is resolved
- Continuous Service Improvement. Root cause analysis is employed as a matter of course to eliminate your problems
- Multi-skilled staff. Our wide knowledge base means that we are able to provide flexibility and adaptive solutions which are not restricted by the limitations of any technology
- Service Level Agreement (SLA). We own a library of diverse SLAs that will meet your specific IT requirements

Application Development

We offer a complete range of services, covering all aspects of the system development lifecycle. You have the flexibility to choose to outsource all, or some, of your development requirements:

Application Development Foundation

We deliver the critical requirements of a project that precede the actual development phase:

- Feasibility
- Analysis
- Technical Strategy & Design
- Programme Design
- Risk Management
- Testing

Spring

IT Solutions



Software Development, Integration & Deployment

We offer a tailored service, to suit your preferred platform and technology. Our expertise includes, but is not limited to, the following specialities:

- Web Applications. Including .net technology, AJAX, ASP, C#, HTML, JavaScript, MySQL, PHP, SQL Server
- Desktop applications: Including Access, Legacy systems (Clipper, dbase, DataEase), Oracle Forms & Reports, VB
- Mainframe: Including CICS, COBOL, DB2 & FOCUS

If you have a requirement that is not included in the above list, please contact us.

Application Development Consultancy

- Programme/Project Management
- Risk Management
- Change Management
- Web Design
- Analysis & Design Methodology

Specialist Services

We have significant expertise in a number of defined niche areas, due to our vast experience across many business sectors and clients. This specialist knowledge allows us to offer the following services:

- SharePoint Centre of Excellence
- Gentrans Electronic Data Interchange
- Connect:Direct File Transfer
- Agile Dynamic Systems Development Method

Delivery Options

Being part of the Spring Group allows Spring IT Solutions the flexibility to offer a variety of delivery mechanisms specifically suited to the client's requirements. These include:

- Employed Consultants
- Managed Resources
- Managed Services
- Outsourced Services
- Offshore / Dualshore Services

Case Studies are available on request or on our website.



Contact Details

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