OpSource™
The SaaS Delivery Experts

OpSource On-Demand: Total Application Management
Application Management Helps Take Your Business To The Next Level

While most managed hosting providers define application management as the superficial support of the commercial middleware and supporting application layers, OpSource takes an entirely unique and much more in-depth perspective. To properly provide the real world support required for the successful growth of an On-Demand business, OpSource invests the time needed to understand the details of our customers application and to train itself to support the composite application that is written on top of the common middleware layers. This means that the OpSource support team is able to intimately manage the performance of our customers' application, analyze the application's use of all resources and translate that knowledge to tools. This enables our customer support to provide world-class end user support capabilities.

OpSource Application Management is a suite of services that expands with our customer as their business focus migrates from Technical Risk reduction to Market Adoption to the merger of these concerns with scaling and margin growth as their customer base grows. Application Management is a key component of OpSource's Customer Success focus.

Technical Risk Focus | Market Adoption | Scaling and Margin Growth

Mapping Application Management to Maturing Business Priorities

During the launch of an application in the OpSource On-Demand environment, the Application Management team will perform a Technical Review session with the goals of:

• Mapping composite application components and functions
• Definition of the unit(s) of measure of success for your application
• Identification of the SLA management metric (CAMM per the SLA)
• Definition of monitoring requirements for application management
• Setup of application monitoring
• Documentation of application, data flow and monitoring processes

OpSource understands that applications go through a life cycle of development as they come to market and mature technically and procedurally. For this reason, our on going application management services are provided in three increasing levels of support to meet the evolving needs of your application as it scales.

Level 1 Application Management – For new applications with requirements for rapid and dynamic release schedules, OpSource provides:

• Application level monitoring and issue escalation
• Documentation of application monitoring and support procedures
• Application support with a flexible line of demarcation to allow customer engineering resources to stay close to their application during early release phases

Level 2 Application Management – As the application production readiness matures and a customers business focus shifts from technical issues to market adoption, OpSource offers enhanced Application Management services which qualify an application for our highest level 100% Application Uptime SLA. Under Level 2 Application Management the following services are added:

• Full application level support
• Application patching
• Full application deployment for scheduled releases
• 100% Application Uptime SLA management

Level 3 Application Management – As a company's customer base grows and the focus of business shifts to scale management of customer on-boarding and capacity planning, OpSource works with it's customers to define a unit success-based pricing contract that allows us to proactively manage the performance, scaling and architecture of a growing application with the explicit goal of improving our customers margins over time as the On-Demand business succeeds. Under Level 3 Application Management, OpSource will provide:

• Access to OpSource Application Engineering team
• Application profiling and load testing to map scalability
• Code Review with customer developers to identify best practice compliance and opportunities to fine tune the integrates application performance
• Development of supporting tools to assist in the scaling of an application

THE EXPERTS IN DELIVERING WEB APPLICATIONS AND SOFTWARE AS A SERVICE FOR ON-DEMAND COMPANIES.

You Build It. We Deliver It.

Supporting Your Application 24x7x365

A key aspect of integrating an application into the OpSource On-Demand platform involves training our Client Customer Care Center (C4) extensively on that application. Our C4 is staffed 24x7x365 by skilled technicians that serve as the first line of defense for our customers application. They continually monitor the application and respond immediately to any alerts using our standardized issue identification, escalation, and resolution process. They also respond to telephone and e-mail requests for support, from both the customer and, if they wish, the customers end users, under the customer's brand.

Identifying Best Practices

To ensure that application(s) remain relevant in the marketplace and that end-users receive the best possible solution, OpSource will help identify and implement the most effective processes and procedures for an on-demand application. The experience OpSource has developed across hundreds of customer engagements, and our complete focus on delivering on-demand web applications has positioned us as experts in on-demand software delivery. When a company becomes an OpSource On-Demand customer, they can take advantage of this knowledge and expertise to continually improve and refine their application and maximize their chances for success. By implementing best practices for an application, OpSource helps companies efficiently deliver the highest quality product to their end users.

100% Uptime, Guaranteed

OpSource believes that a customer's application should be available 100% of the time. In fact, OpSource considers it a requirement for an on-demand business, and because we are so confident in our ability to effectively manage applications, we guarantee it. With OpSource Service Level Agreements (SLAs), if an application experiences any unplanned downtime, OpSource will issue service credits to the customer.

About OpSource

OpSource™ delivers Web applications and software as a service for on-demand companies, with hundreds of applications, millions of users and billions of transactions supported daily. OpSource On-Demand, the leading platform for Web application delivery, is defining how Web-based software is delivered. By choosing OpSource as their Web application delivery partner, companies are freed from investing in and managing the complex and costly infrastructure and services necessary to deliver applications over the Web. They can instead focus their resources on developing, marketing and selling their applications and services. OpSource On-Demand is suitable for companies at any stage of growth, with any type of on-demand application. OpSource is the only company to offer Success-Based Pricing[SM], a unit-based pricing model that allows businesses to begin with a modest minimum commitment and scale expenses as revenues increase.

Headquartered in Santa Clara, CA, OpSource has Web application delivery centers in Virginia, London and Bangalore. For more information about OpSource, visit www.opsource.net.

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