

Now you can plan ahead.

At Emerio, Application Management Services is about Service Realization – the focus on meeting or exceeding service levels, improving quality of service, employing proactive initiatives to enhance business efficiencies with reduced costs and identifying opportunities for securing higher customer satisfaction.

Abiding by these fundamentals, Emerio is committed to help you increase your application's availability and usability, improves the stability and performance of your SAS® application so you can focus on your core and strategic objectives.



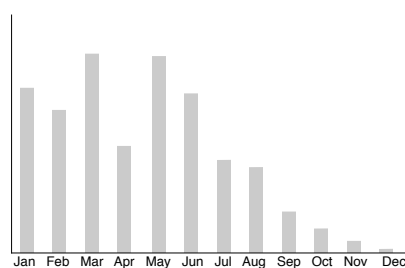
Benefits:

- SLA+ focus to deliver quality services for higher customer satisfaction
- Maximize ROI in SAS technology
- 360 degree managed services
- Seamless transition
- Delivery by design

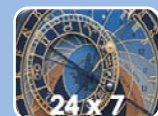
Emerio Application Management Services

- **Potential Realization** – Emerio conducts systemic study of your business environment to recommend solutions that maximize the value your SAS® investment - be it to accelerate the process, improve and optimize information delivery options or gain new insights into data that enable you to operate and compete, based on analytics. We have transformed processes that required days to complete to deliver results in a matter of minutes and expanded information delivery to a wider audience without increased licenses expenditure.
- **Attaining a stable system environment** - Emerio makes conscientious efforts through user enablement, application or process fixes, or perfective maintenance initiatives, to stabilize the application environment. We have consistently reduced the frequency of incidents by more than 95%.

Tracking application stability : No. of incidents / month



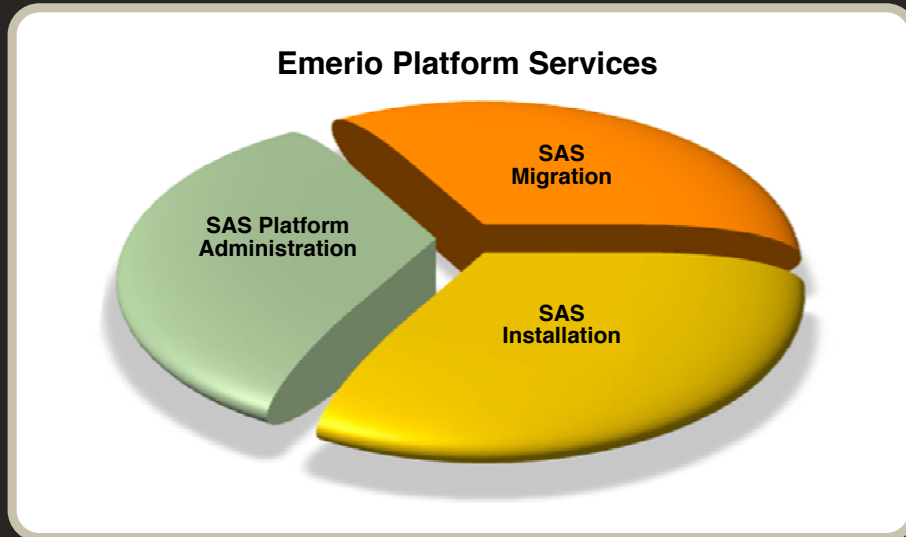
- **SLA+** - Emerio's approach goes beyond the usual SLA-driven engagement by tapping into a rich body of knowledge and employing rigorous and measurable processes in a sustainable manner. Our service commitment has made significant cost savings, productivity improvements, increased organizational agility and customer delight.



Emerio Platform Services

Emerio Platform Services complement application management services to form an end-to-end offering for the maintenance, support, utilization and improvement of our customers' investment in SAS® technology.

Emerio's capabilities include metadata and non-metadata migrations. Our best practices together with SAS® recommended approach ensure successful migration. Platform administration services are delivered in both onsite and remote models. As part of our Platform Installation services we perform sizing, load balancing and installation of various SAS® products and solutions as per customer requirements.



The Emerio Edge

- Experience in recommending and implementing enhancements that realize maximum returns on our customers' SAS® investment
- Proven and robust process-driven approach which is equipped with several sophisticated processes and methodologies that ensure meeting SLAs and beyond
- Unparalleled Managed Services expertise built on experiences for more than a decade that has given us more than 80% repeat orders
- Continuous improvement approach to achieve application stability
- Enhance IT delivery capabilities of progressive governments and enterprises
- Deeply rooted in South East Asia with established network of delivery centers

About Emerio

Emerio, an NTT Communications company, is a leading technology services and outsourcing company in South East Asia with extensive industry knowledge, proven methodologies, global resources and a successful track record. Emerio aligns to clients' needs to help them achieve consistent quality and operational efficiency. The company offers cutting edge solutions in the areas of Application Services, Infrastructure Services and Business Process Outsourcing. Emerio operates out of 14 countries with delivery centers in Singapore, Indonesia, Malaysia, Thailand and Philippines.

Alliance Partner



THE
POWER
TO KNOW.

Contact Us

Emerio (Head Office)
Emerio House, 50 Ubi Crescent
#01-05, Ubi Tech Park
Singapore 408568

Tel: (65) 6349 2999
Fax: (65) 6349 2966
Email: info@emeriocorp.com
Website: www.emeriocorp.com