

Application Maintenance

The effective sustenance of an organization depends on its maintenance strategy of its applications. The overheads associated in maintaining the application costs much higher than that incurred while developing it. So every company fights to reduce the maintenance cost of an application developed by it.

STI can reduce the maintenance cost associated in the allocation of internal resources for the job of application maintenance support.

Why STI?

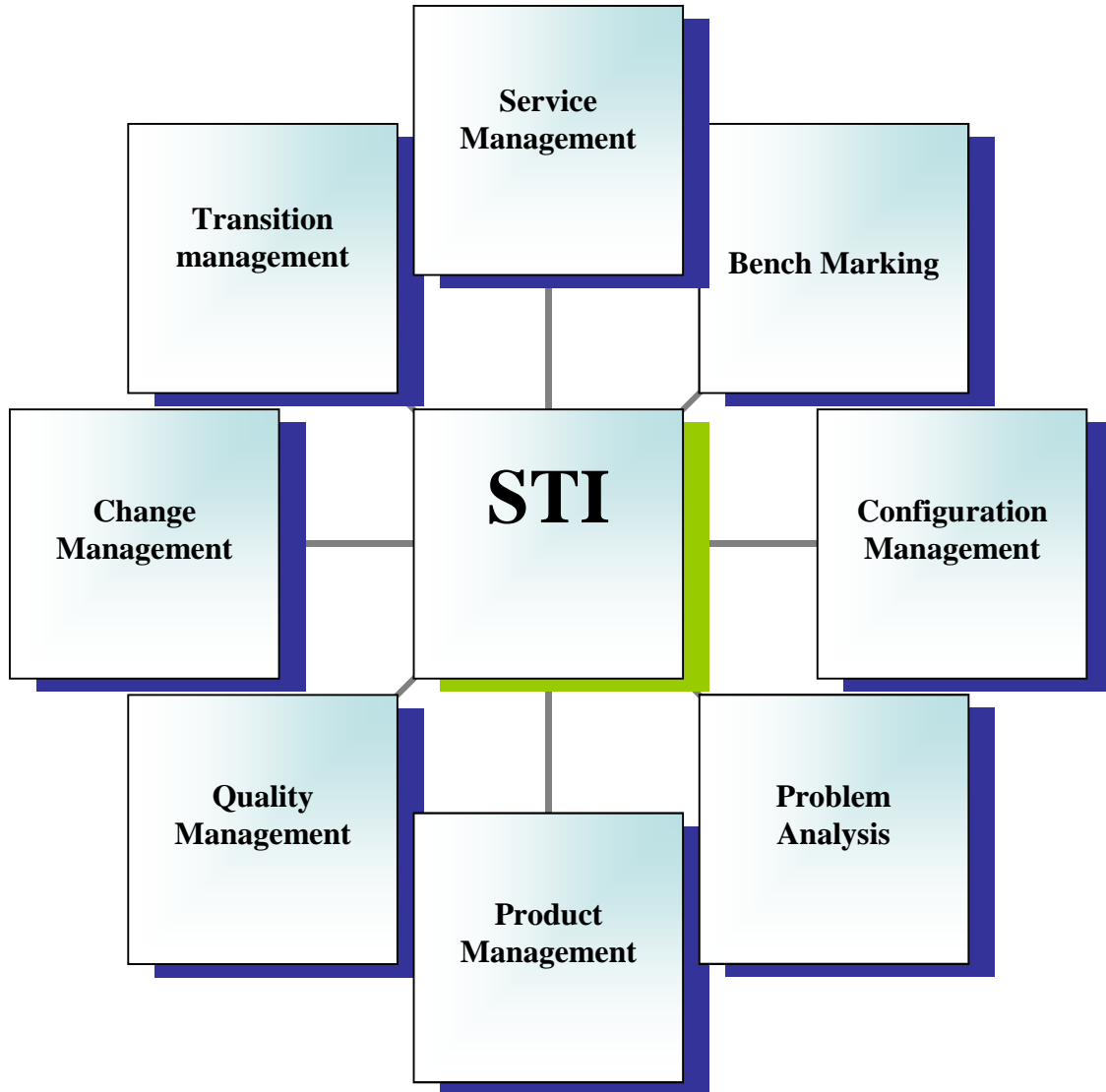
STI has years of experience in development of software encompassing various segments of industry, from Educational to Enterprise solutions. It maintains its own quality control system for maintenance of its products. You can concentrate on your core business by associating your existing application maintenance to STI. For application maintenance and support, STI has followed a phased methodology that ensures smooth transition of resources and steady support. STI's Application maintenance services offer

1. A robust change management process
2. On-call production support
3. Proactive maintenance
4. Bug-fixing and enhancements due to business changes
5. User support and training.

As a client, you can very well use our **Call-center** facility for your maintenance activities.

Methodology of STI:

The well-defined methodology followed by STI covers the following procedures



Quality:

This document would be incomplete, if we did not mention anything about the quality system followed by STI. In STI, a team of industrious engineers using latest testing tools is following our company's well-defined testing procedures. Their never compromising attitude would drive our company to the bug-free world of software.

Salient Features:

- Adaptation of **Shared Resource** concept
- Offering high quality reliable support at much reduced cost
- 24x7 hours support per week
- Committed to provide support to retain confidence at higher levels among the sales and development team
- Equipped with a sophisticated **call-center**
- Using the call-center, the technical support can be very well extended to user levels
- 48 member strong support team capable of handling time critical technical issues in our call-center
- Call analysis reports
- Source code management
- Multilevel support
- Cost up to 70% lower than the normal cost
- Versatile employees having vast knowledge in various fields.
- High configuration systems dedicated solely for the application maintenance
- Effective Database Administrators experienced in various Databases for maintaining the application
- Offering maintenance to wide variety of applications ranging from networks products to web-sites to enterprise solutions

With all the above said features, STI would be the right place for the organizations seeking an effective maintenance for their application with reduced operating cost.