



# Application and Business Process Outsourcing

## Why outsource your application administration?

**Protogen will provide you with a reliable and cost-effective method to manage your business systems, improve your technology coverage and lower your maintenance costs.**

As your company faces growing competition you will need faster and more stable IT systems. As a result, a greater portion of your success will depend on the efficiency and innovation of your IT Department. The number of stakeholders in the successful management of applications is multiplying. Application outsourcing is a means of addressing this growing pressure.

You will need to support a number of production application systems, spanning a range of technologies and geographies. By outsourcing application management you can reduce your costs by leveraging the more economical model of application management technologies.

## How can we help you?

Outsourcing can help you focus on your core competencies, improve your customer service, maximise your investments in technology, and provide you with an ease of mind 24/7.

### Technical Expertise

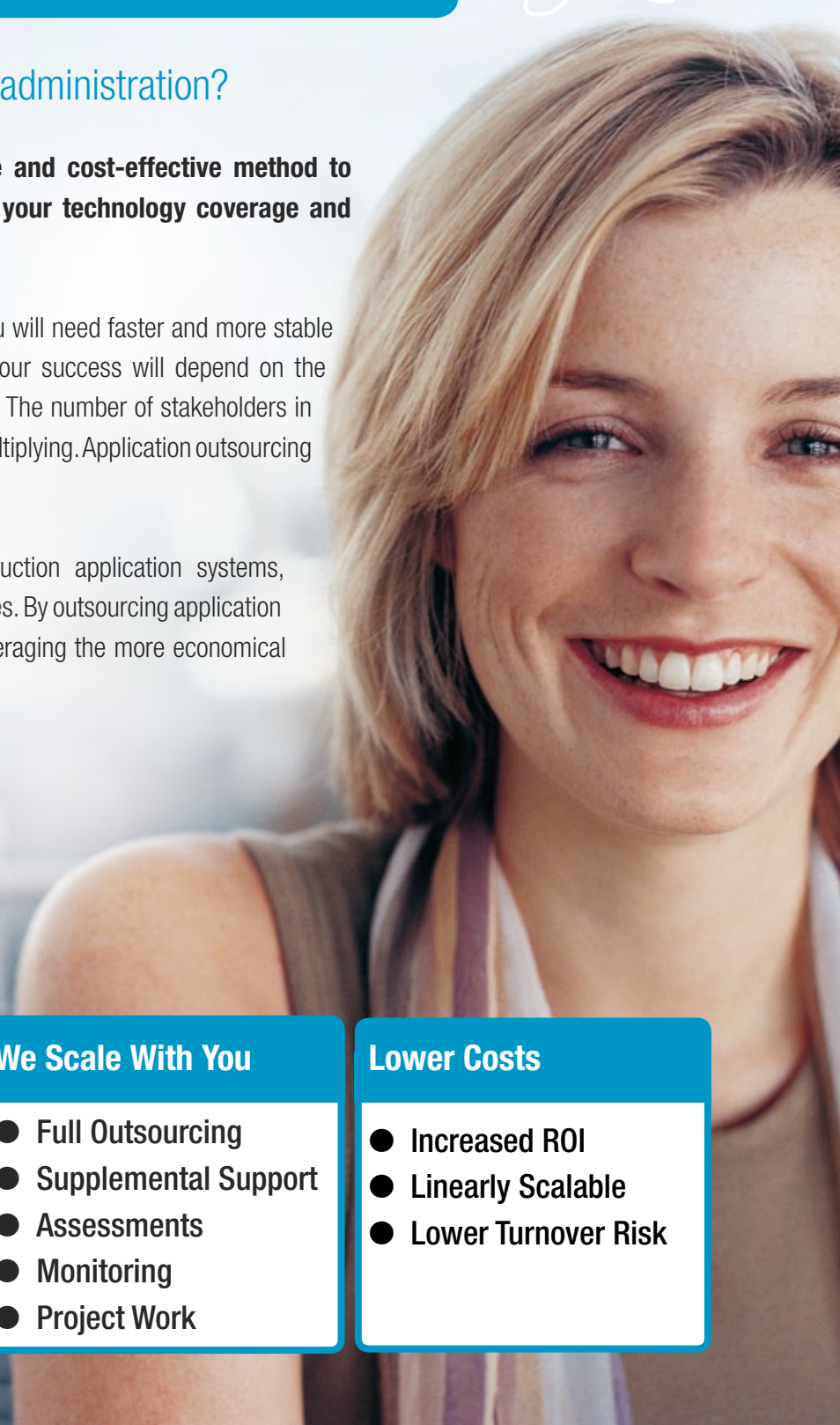
- Business System Support
- Cross technology experience
- Back up recovery
- Planning Emergency Response

### We Scale With You

- Full Outsourcing
- Supplemental Support
- Assessments
- Monitoring
- Project Work

### Lower Costs

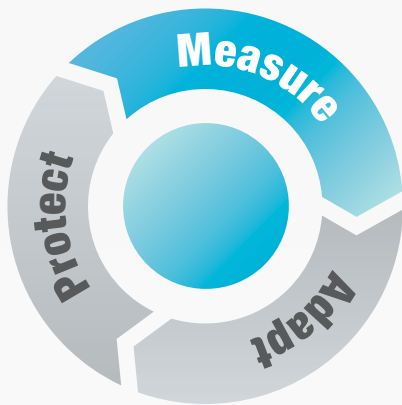
- Increased ROI
- Linearly Scalable
- Lower Turnover Risk



## Application Solutions

- Information Technology strategy
- Full system administration outsourcing
- Application implementation assessments
- 24/7/365 application monitoring
- Application optimisation
- Application design consulting
- Application implementation
- Business process mentoring
- Application integration services
- Upgrade management
- Disaster Recovery and Business Continuity Management
- Software selection

## The Protogen Flow



### Measure - How fast are you going now?

We spend the time to understand and measure the performance of your business applications and databases, across real world situations.

### Adapt - How fast do you want to go?

Whichever way you decide to grow, our specialists will help you to make the most of your existing equipment and business applications, and plot a course towards a more flexible future.

### Protect - Don't forget the airbag

With our high availability design options, and management and monitoring services, the impact of failures can be greatly reduced.

## Clients we have helped

### Penny Miller

Our sales solution for Penny Miller was intended to last only for 2 months, instead it has been used for over two years. It has enabled the team to manage 700 distributors and grow the market dramatically.

### Karoon Gas

We have transformed Karoon Gas' web presence from being static and high maintenance to one that fits their current corporate needs.

### Chatoyer

As a leader in environmental and water treatment services, Chatoyer needed a solution to improve it's customer contact online. We took the lead developing on their brand and establishing a site that reflects their commitment to their customers.

## Applications we manage and Support

### Technologies

- .Net
- Java EE
- C, C++

### Mail

- Exchange
- IBM Lotus Notes
- Mdaemon

### ERP Systems

- MS Dynamics Nav
- MS Dynamics GP

### Mobile

- J2ME
- iPhone
- Windows Mobile

### Web

- Microsoft
- Apache with Java
- Coldfusion
- PHP

CONTACT US TODAY!

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