

ABOUT UXC CONNECT

Our mission is to help our customers create business sustainability through "connecting IT with business outcomes". Business sustainability delivers operational efficiency, strong financial performance and environmental impact awareness.

We deliver business sustainability through four main platforms:

**Infrastructure sustainability** providing an agile, consolidated, highly available foundation to deliver critical services.

**Workspace sustainability** promoting focused, efficient, productive employees who build organisational strength.

**Environmental sustainability** addressing energy costs, reducing carbon footprint, and meeting regulatory compliance.

**Managed sustainability** providing transparent, proven, dynamic, outcome driven managed services that are built on best practice.

UXC Connect is part of the UXC group of companies, an ASX300-listed company and the largest Australian-owned IT services company. We have been established in Australia for almost 40 years and our 400 people provide excellence in service to customers across the country.



WE WANT TO TALK BUSINESS

We want to learn what business outcomes you need from your IT initiatives. We'll listen first, think next, then create a solution tailored to your requirements.

To tell us about the business outcomes you need to achieve, please email [reply@uxconnect.com.au](mailto:reply@uxconnect.com.au)

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UXC Connect Managed Sustainability



Application Outsourcing

UXC Connect Managed Sustainability

connecting IT with business outcomes

Regardless of size or industry, the majority of companies operating in Australia rely on critical business application systems to achieve their business outcomes. These applications can be supply chain, customer relationship or operational management focused.

Many organisations turn to application outsourcing to help maintain their competitive position, as outsourcing provides the quality focus, access to expertise and low-cost attributes that makes it the logical choice of CIOs today.

UXC Connect has a flexible range of Application Outsourcing Services that will drive down costs, increase quality of service and improve your underlying business performance.

In other words, enable business sustainability.

### THE BUSINESS CHALLENGE

CIOs face the constant challenge of driving greater business value from IT while accelerating the delivery of applications and technologies.

However, many organisations lack the resources to cover all competencies along the application lifecycle and find it difficult to focus on strategic systems development to drive the required value to sustain their business.

This can lead to a lack of alignment between applications and business requirements with applications inhibiting, rather than optimising, business processes.

In addition, the investments required to deploy, maintain, upgrade and develop the critical elements of your business application portfolio are significant and can escalate quickly.

### UXC CONNECT APPROACH

UXC Connect offers you an end-to-end suite of professionally project managed application services delivered within a single flexible contract.

Services include strategy, development, testing, release, management consulting, service delivery and support, all of which are integrated with platform support and hosting options.

#### Program/Project Management

Utilising the best of PRINCE2, Six Sigma and ITIL, our pragmatic implementations bring order into the chaos of operational life to enrich and improve your underlying delivery capabilities.

#### Service Management

We offer industry best-practice ITIL methodologies combined with proven toolsets and strategic alliances.

This, combined with highly qualified and motivated people committed to your business outcomes, ensures a consistently high level of service delivery.

#### Investments in People

We keep our staff engaged and motivated through cultural, mentoring and development programs.

Our customers benefit from working with people who are highly competent and committed to delivering the best outcomes for them.

### BUSINESS BENEFITS

UXC Connect's Application Outsourcing Services clients benefit from:

- **Reduced cost of application ownership** - our investments in platform, staff, management tools and support are leveraged across multiple clients, reducing cost of operation to your organisation.
- **Improved application development productivity** - highly specialised resources, combined with rapid application development lifecycle execution, ensures a highly productive service for your critical applications.
- **Improved business process automation** - we have the resources to ensure that your business processes are replicated into your application environments to achieve maximum outcomes.
- **Improved compliance** - application servers are kept in continuous compliance with regulatory standards and compliance costs are minimised through automation technologies.
- **Improved availability and quality of service** - service disruption is significantly reduced and service levels are exceeded through predictive monitoring of the infrastructure supporting your applications.

### SERVICE PORTFOLIO

UXC Connect provides a number of application outsourcing services aimed at developing and managing a range of critical application environments. These include SAP, Oracle Applications, Microsoft Dynamics and custom application environments.

#### SERVICES

##### Application Management

Support Maintenance

##### Application Development

Upgrades Enhancements Projects

#### APPLICATIONS

##### Single Application

Custom Legacy

##### Group of Applications

SAP Oracle Applications Microsoft Dynamics