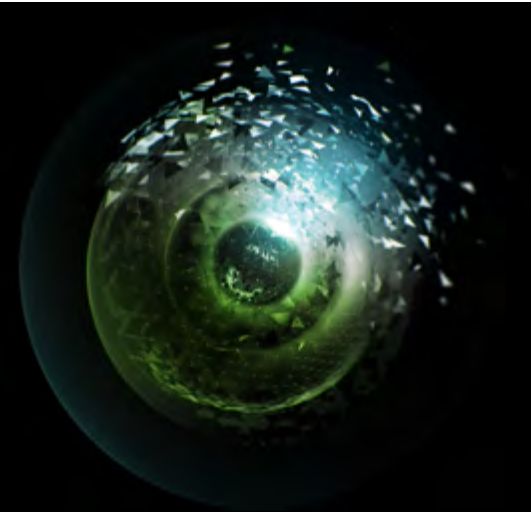# Deloitte.

Join the AMS (r)evolution

Go beyond the **fundamentals** and embrace the potential of a new **mindset** and **model** for application management services.

Enterprise applications are no longer merely tools to store data or streamline processes. They power your connection with customers, link your supply chain, enable your people to make better decisions, reduce friction and increase innovation across your operations. Those individual applications must therefore be managed together, holistically, in ways that drive value, agility and innovation. More than ever, business and technology become inseparable in today's conversations about application management services.

A new paradigm that for AMS must focus on three key elements of success: fundamentals, mindset and model.

Sharp **fundamentals** transform your technology from the ground up.

Amplify foundational capabilities to leverage best-in-class people, processes and technology to propel you to new horizons of efficiency, agility, automation and scale.

A revolutionary **mindset** that applications should generate value beyond IT.

Unlock the transformational potential in your applications with a focus on total cost of ownership (TCO).

An integrated **model** that sees the whole solution as more than an application.

Leverage the experience of a uniquely integrated model for application management services.

Deloitte helps evolve your technology foundation into an intelligent engine of innovation, automation, agility and sustained business outcomes.

Global scale
With 50,000 dedicated practitioners across 30 global delivery centers, we are everywhere you need us.

Flexible work environment
We seamlessly provide AMS services in an in-person or virtual / remote environment to help ensure continuity of service.

Value driver
We look beyond expected service-level agreements and performance metrics to align with bigger, broader business KPIs and metrics.

Innovation engine
We approach AMS as a beacon of value and innovation to help make your business more future-ready while providing efficiency and stability today.

Solution alternatives
We provide flexible contract terms and cost effective solutions (pre-built solutions, crowdsourcing, open source technology, etc.) to achieve cost optimization goals.

"One" Deloitte
We connect to our full breadth of capabilities across advisory, audit, consulting, tax and risk to address the business potential in applications.

Breakthrough tech
We leverage capabilities across cloud, artificial intelligence, automation, analytics, IoT and more to enhance efficiency, scalability and agility of applications.

Breadth of offerings
Our global scale, strong alliances, and leading proprietary intellectual property allows us to offer end-to-end capabilities across advising, implementing and operating to our clients.

Holistic knowledge base
We understand and manage enterprise applications through the lenses of both our horizontal business domain and vertical industry knowledge.

Delivery optimization
Our standardized delivery approach and intelligent automation platform help businesses not only run their applications, but also transform them into drivers of innovation, digital transformation and business value.

Accountability
We provide a single source of accountability, continuity of resources and risk mitigation through our partner-oriented, holistic approach to serving clients.

Collective strengths
We leverage our strong, deep alliance partnerships to deliver connected solutions.

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Where are **you** on your AMS journey?

- Is your AMS delivering business value beyond cost savings?

- Is your approach to AMS creating opportunities for growth, innovation, and enhanced customer, supplier, partner and employee experience?

- Does AMS act as a core driver of your broader business innovation and technology transformation agenda?

- Is now a good time to shift your mindset about the possibilities of AMS?

Transformational times call for transformational AMS.

That's right: As business and technology transformation create new challenges and opportunities, the best approaches to application management are undergoing dramatic changes as well. Your potential to seize markets and lead growth is now inextricably tied to the value that you are able to unlock from your applications. Take a look at how we do AMS, and you'll see new possibilities to generate innovation and drive your business forward.

Solutions that meet **your** needs.

AMS for custom solutions

With deep industry domain knowledge, we will help you improve IT operations efficiency by applying next-gen technology like AI, conversational AI, cognitive automation along with Agile, DevOps & microservices architecture. This will allow you to shift your attention from simply keeping the lights on to turning business operations into ongoing drivers for business value and innovation.

AMS for cloud solutions

With deep foundations in cloud strategy and implementation, Deloitte's cloud AMS capabilities help you realize the full potential of what cloud software packages and cloud managed services offer to create a sustainable engine of growth and value.

AMS for packaged solutions

Through strong partnerships with leading package providers, we bring not only the technology and business domain capabilities needed, but also the revolutionary mindset that AMS can—and must— be doing more for your organization.

AMS in action
A 100-year-old global consumer products manufacturer joins the AMS (r)evolution

Challenge
Decades of successful organic growth and M&As had led to outdated, disjointed technologies and processes for a powerhouse multinational manufacturer/retailer. Disparate systems and businesses spanned multiple countries, limiting visibility into financial and operational data.

Opportunity
The client saw business potential to power connections with customers, link supply chains, reduce friction, increase innovation and drive efficiency and cost savings through integrating business acumen with enterprise application capabilities.

Delivery
Deloitte designed, implemented and operates the client's customized Oracle EBS applications and moved from a traditional development to a DevOps model called "Operate to Innovate" with the client.

Results
The client realized efficiency gains such as dramatically improved incident/enhancement ratios; innovations generating more than $2.5 million in recurring annual benefits; faster, seamless, cost-effective transitions from deployment to operation; improved stability; and AMS team turnover below 10% annually, a by-product of focusing on enhancing the client's AMS team's skills.

Let's talk!
Your Deloitte AMS team.

Ayan Chatterjee
National Managing Principal
Operate Services
Deloitte Consulting LLP
aychatterjee@deloitte.com

Rich Tragon
Global Operate Leader
Deloitte Consulting LLP
rtragon@deloitte.com