



Application Outsourcing Solutions

Where Leading-Edge
Technology Meets
Competitive Advantage™

Only with Anexinet do you gain an unbiased partner to help meet the challenges of application development and support. Use our experience and expertise to manage your IT needs without sacrificing your focus on core business.

Anexinet, an award-winning systems integrator and technology management company, enables mid-size and Fortune 1000 clients to optimize the value of their IT investments for improving performance and operational processes.

Serving businesses, associations and government agencies, Anexinet recommends, designs, delivers and supports systems integration with leading technology partners.

An innovator for aligning IT with business goals, Anexinet protects project investments with accountability backed by PMP®/PMI® certified consultants, industry best practices, Near-Site® Development Centers and proprietary delivery models that have proven successful in hundreds of client engagements

Anexinet is headquartered in Greater Philadelphia with offices serving the Northeast and Mid-Atlantic regions.

Improve Application Service Delivery, Support, and Management.

Many companies struggle with in-house application development and support. Coping with rising IT labor costs, escalating internal performance demands and rapid changes in technology distract them from focusing on core business processes. Turning to an Application Outsourcing Supplier—an outside company that specializes in providing application support—enables companies to overcome these challenges. However, planning and implementing Application Outsourcing Solutions (AOS) involve many factors that, if overlooked or mishandled, can extend deployment time, reduce effectiveness, and increase costs. Anexinet's AOS practice delivers targeted solutions that reduce implementation time and costs, while improving support levels and responsiveness—for companies of all sizes.

Anexinet Experience

Our dedicated AOS team draws on expertise acquired from years of experience in critical areas of application enhancement and support services, including:

- **Application maintenance and enhancement services**—to align and maintain production applications with changing business requirements
- **Operational monitoring**—to address symptoms before problems occur
- **Service level management**—to ensure key performance indicators are met and adjusted as the business evolves
- **Patch management and updates**—to keep systems operating at maximum efficiency, security, and performance levels
- **Resource continuity**—to ensure quality maintenance, problem resolution, and knowledge transfer during and after AOS transition period

Customer Benefits

Companies that utilize Anexinet's AOS realize significant benefits, including:

- Shorter implementation times
- Higher ROI from low transition and maintenance costs
- Re-purposing existing applications and software infrastructure for off-site disaster recovery
- Improved internal IT focus on core business projects

Anexinet Expertise

Anexinet offers unparalleled flexibility and customization to AOS clients. Anexinet delivery methods are founded upon the ITIL v.3 Information Technology Service Management (ITSM) Lifecycle Processes. We support all levels of outsourcing strategies that a client may choose:

- **Co-sourcing**—supplement your IT staff with our qualified, experienced resources
- **Low-level outsourcing**—send routine support work to Anexinet
- **High-level outsourcing**—send the majority of development and support to Anexinet
- **Complete outsourcing**—rely on Anexinet for all design, development, and support

Anexinet's Near-Site® Development Centers locate dedicated workspace and systems within minutes of your facility. This close proximity enables project teams to design, develop, and test your solutions without disrupting your current systems and ongoing business activities. Once the development phase is complete, Anexinet provides unparalleled 24/7/365 applications support using developer team members for insightful, rapid, and effective response.

Delivering Real Value

“As a result of Anexinet’s solution, our fund administrators have been able to double the number of funds they support. This provides us with a real competitive edge.”

– VP, Mutual Fund Administration
SEI Investments

“Without Anexinet’s expertise and efficiency, our hardware, software and other expenses were estimated to go well over \$1 million. We spent only about 25% of that amount. That’s what I call ROI.”

– CIO
SPX Corporation

“No other firm we engaged has been able to deliver such a significant project on-time, on-budget and on-the-mark. Anexinet is superb at targeting your specific needs and tailoring a solution to meet those needs.”

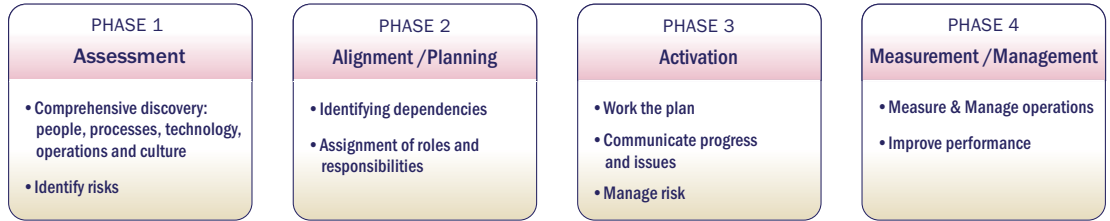
– Manager, Infrastructure
Rohm & Haas

“Anexinet really listened to our need. Their people were true professionals - they communicated every step of the way and left us with a stronger internal team.”

– VP, Information Technology
Exelon Power Team

Proven and Pragmatic Approach with Tangible Deliverables

Application management and support strategies demand careful planning, experienced business and technology teams, and proven methodologies. With years of industry focus and project success, Anexinet is a proven leader in creating solutions for clients across industries and the public sector to help alleviate their development and support burdens.



In every client engagement, Anexinet seeks clear understanding of needs, open communication of competencies, and a best-fit solution strategically planned and implemented through unfettered collaboration and partnership. To maximize success, Anexinet manages projects through effective application of Project Management Institute (PMI®) best practices and delivers services according to the ITIL v.3 framework. Anexinet provides for project coordination via an Enterprise Project Portal with real-time visibility, collaboration, and control from project inception through closure. Overall elements of Anexinet’s AOS service approach are summarized below.

Service Domain	Processes
Service Strategy	<ul style="list-style-type: none"> Portfolio Management Financial Management Demand Management
Service Design	<ul style="list-style-type: none"> Service Catalog Management Service Level Management Capacity Management Availability Management IT SCM (Service Continuity Management) Information Sec. Supplier Management
Service Transition	<ul style="list-style-type: none"> Transition Planning & Support Change Management Service Asset & Configuration Mgmt (SACM) Release & Deployment Management Validation Management Evaluation Management Knowledge Management
Service Operations	<ul style="list-style-type: none"> Event Management Incident Management Request Fulfillment Problem Management Access Management
Continual Service Improvement	<ul style="list-style-type: none"> 7-Step Improvement Process

