YASH Technologies
More than what you think.

NextGen AMS
Operate.Excel.Transform.

Moving towards Zero maintenance
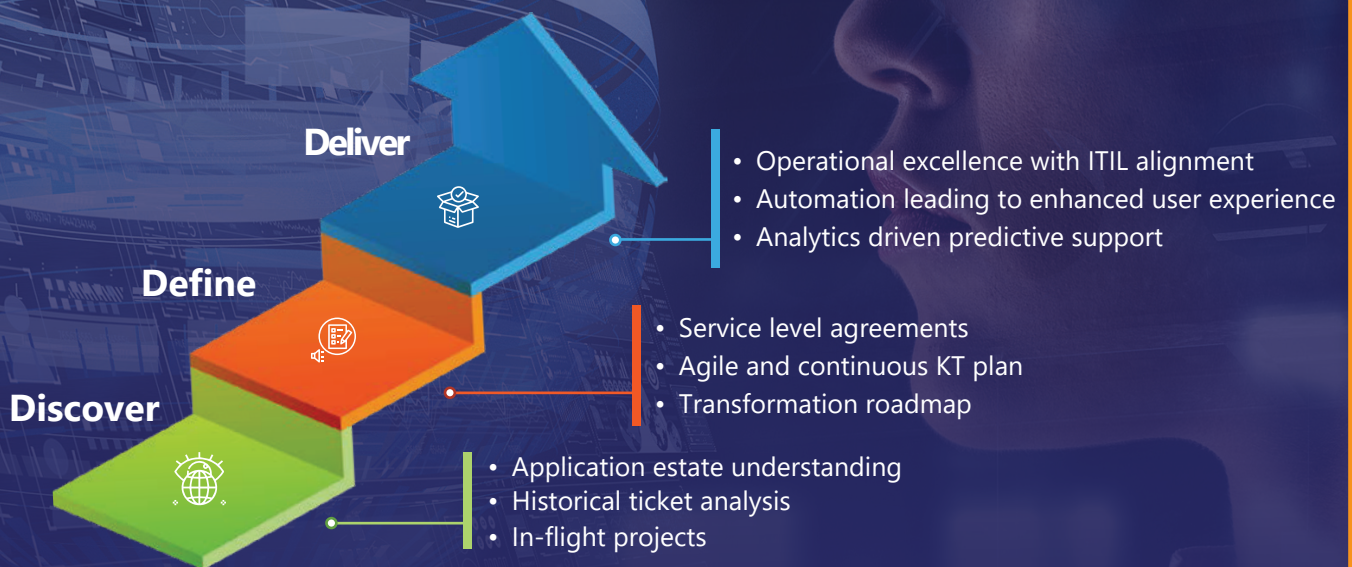
AMS Services – Expertise and Experience

- **50,000+** man years of experience in handling applications
- **100%** fulfillment of your IT needs through our service catalog
- **200+** complex transitions with 98% success rate
- **~30%** customers are with us for more than a decade
- **5000+** applications across legacy, enterprise, COTS and digital technologies
- **flexibility** through our engagement models
- **$400 MN+** worth of cost optimization and transformation initiatives
- **300+** AMS Engagements

Roadmap

Deliver
- Operational excellence with ITIL alignment
- Automation leading to enhanced user experience
- Analytics driven predictive support

Define
- Service level agreements
- Agile and continuous KT plan
- Transformation roadmap

Discover
- Application estate understanding
- Historical ticket analysis
- In-flight projects

Benefits

- Committed cost savings of 20-30%
- Increase productivity by ~25%
- ~20% reduction in monitoring efforts
- Business value adds of at least 10% of the contract value
- > 90% of customer satisfaction levels

Differentiators

- Single point of contact from Sales to delivery
- Measurable framework to deliver end-to-end AMS needs of customers
- AMS Specific tools to improve efficiency and enable automation

Domain Expertise

- Manufacturing
- Telecommunications
- Healthcare
- Banking & Financial
- Hospitality & Retail
- Chemicals
- Travel & Logistics
- Energy & Utilities
- Pharma & Life Sciences
- Media & Entertainment

Service Catalog

Production Support	Application Maintenance	Transformation
Application adaptability, availability & sustainability	**More features & functionality for evolving business needs**	**Assess technical debt and industry relevance**
▪ 24x7 Support ▪ Incident Management ▪ Problem Management ▪ Monitoring ▪ User Support	▪ Enhancements ▪ Change Management ▪ Process Improvement ▪ Continuous Training ▪ Performance Tuning	▪ Enable Self-Service ▪ Application Modernization ▪ Application Retirement ▪ Application Optimization

Success Stories

Reduced OpEx by 12% year-on-year for a multinational engineering firm

Completed a complex transition for a large Southeast Asian airline with a hostile incumbent and no available source code

Reduced the number of tickets by 30% in first year itself for a healthcare equipment provider

Improved customer SMEs' focus on strategic activities for a large chemical manufacturer

Realized 3–4 million USD in cost savings for one of the largest manufacturing clients by implementing RPA

Consistently rated above 90% CSAT score for a leading gypsum manufacturing customer

Recognitions

Everest Group	NelsonHall	iSG	Gartner.
Application Automation SErvices - PEAK Matrix Report	Cloud Advisory, Assesment, & Migration Services - Neat Report	Next-Gen Application Development & Maintenance (ADM)-Provider Lens Report	SAP Application Services Report

Technology Partnerships

SAP Gold Partner | Microsoft | ORACLE® | aws | Premier Business Partner IBM | servicenow. | PEGA

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