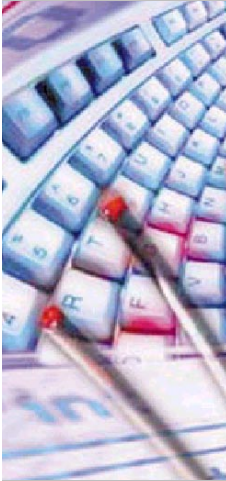


Application LifeCycle Management



Building an application that creates maximum value for your business also involves careful consideration toward the complexities of Application Maintenance. The maintenance of your application is about business— not just technology. The decision of how you preserve the integrity of core business applications, manage changes in infrastructure, and improve operational costs is an essential step in the e-business lifecycle.

Prolifics has a strong knowledge base and outstanding track record in helping organizations effectively build and maintain key business applications, as well as easily adapt to future standards.

Prolifics offers the following Application LifeCycle Management Business Services:

- FEATURE ENHANCEMENTS
- BUG FIXES
- PLATFORM PORTS
- OPTIMIZATIONS
- REPORT GENERATION
- END USER HELP DESK
- HOSTING ISSUE MANAGEMENT
- QUALITY ASSURANCE TESTING
- DOCUMENTATION
- APPLICATION R&D
- ADVISEMENT
- STORING SOURCE CODE
- MANAGEMENT OF SOURCE CODE

FEATURE ENHANCEMENTS

Prolifics will implement new features to your existing application without affecting the reliability or functionality of your business logic. Easy adaptability to changing e-business demands is a high value to pass on to your end users.

BUG FIXES

Keeping the vitality and success of an application, a highly valued commodity, is necessary to provide confidence in your organization's core business initiatives.

PLATFORM PORTS

Porting an application from one platform to another may be necessary to accommodate the ever-changing e-business technology and architectural standards. Facilitating platform ports may involve adapting code to work on complex target platforms. Having strong partnerships with infrastructure vendors and being experts in porting processes, Prolifics can port your mission critical applications at the speed of e-business.



OPTIMIZATIONS

Prolifics can quickly and efficiently address the speed and performance demands imposed by the Internet and global computing. Prolifics will optimize your transaction-based applications or architecture by providing robust, scalable, cost-effective solutions.

REPORT GENERATION

Avoid risks and high costs in managing heterogeneous systems by generating custom reports. As a valuable tool for managing, measuring and monitoring systems, process and workflow issues, Prolifics can create the following types of custom reports:

- Application Inventory
- Application Profiling
- Monitor
- Decision Support

...or define your own criteria and we'll create the reports.

Through 2004, organizations with no strategy for blending internal and external resources to achieve "best-in-class" staffing will incur 25% higher labor costs than those that do—Gartner Group

Prolifics
A JYACC COMPANY



APPLICATION LIFECYCLE MANAGEMENT

Preserve Core Business Applications

Improve Operational costs

Infuse Flexibility into Your Business

Adapt to Meet Evolving Business Priorities

Manage Changes in Infrastructure

Application LifeCycle Management

END USER HELP DESK

Prolifics will provide a Help Desk staffed with trained professionals to support the end-users of your system. Prolifics can offer both 1st and 2nd line support and detailed technical assistance, answer questions and manage the resolution of problems.

HOSTING ISSUE MANAGEMENT

With a fully integrated Help Desk system, your technical support divisions can provide a highly efficient level of customer service. Prolifics will provide and host an online, web-based CRM system, enabling end users to enter or view the status of an already reported problem.

QUALITY ASSURANCE

Quality assurance is crucial to delivering high-quality and highly usable applications. Prolifics offers functional, regression and performance testing of applications to determine if it meets requirements and a level of acceptance before general availability.

DOCUMENTATION

Prolifics helps you minimize expenditures by providing documentation services without the high-cost of a full-time staff. Prolifics can provide:

- **Technical Documentation**, such as specifications, reference manuals and programmer guides.
- **User Documentation**, such as user requirements, end-user manuals and quick reference guides.
- **Training Documentation**, such as tutorials and student guides.

APPLICATION R&D

Prolifics will investigate and provide assessments for your research initiatives. Typical questions and assessments include moving to a new architecture, migrating databases, and taking the application to the Web.

ADVISEMENT

Prolifics can provide advisory services to answer your development team's How-To questions. Prolifics holds a wealth of business and technical expertise to support your immediate needs and empower your team.

STORING SOURCE CODE

Keeping a back-up of source code for safety, legal or other purposes is a fundamental assurance that your investment is protected. Prolifics manages your risk by protecting your application and its source code in a safe, off-site location.

MANAGEMENT OF SOURCE CODE

Prolifics will manage the platform specific applications and its source code, placing it under version control in order to track modifications related to new fixes or enhancements.

About Prolifics

Prolifics® provides e-business solutions to companies around the globe. As 1 of 5 chosen IBM WebSphere sub-contractors world-wide, Prolifics leverages knowledge experts to deliver high performing enterprise systems. Prolifics helps decrease risk in complex software development and deployment investments, decrease time to market and increase success of business strategy execution.

Founded in 1978, Prolifics, a leader in web-based component architectures and back-end integration strategies, has over twenty years experience in solving business problems with technology solutions. With U.S.-based headquarters located in New York City and in cities across the U.S. and Europe, Prolifics has an industry-high 96% success rate of delivering systems on-time and on-budget. Visit the Prolifics web-site at <http://www.prolifics.com>.

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Choose Services
From the Best
e-business
Solutions
Provider

Revitalize Your
Legacy System

Integrate Your
Enterprise

Take Your
Business to the
Web

Manage
Application
Lifecycle