



Application Management Services

Digital transformation requires Application Management Services (AMS) that take a holistic approach, consider business needs and implement these as quickly as possible. Whether a company would like to have its entire application environment serviced or plans to have only specific applications operated: Lufthansa Industry Solutions (LHIND) is prepared for any customer request, thanks to a modular AMS service profile.

Secure competitive advantages with the LHIND AMS Model

During the last few years, the importance of IT for the economic success of companies has risen dramatically. More and more companies must be embedded in digital platforms, integrated and processes must be automated. In addition, established IT systems' half-life is rapidly declining: Technical conditions and market requirements change ever more quickly and thus pose new demands for a high-performing and flexible IT environment. Companies are under pressure, because they are faced with the challenge of developing and establishing digital innovations as quickly as possible.

As IT service provider across industries, LHIND has numerous experienced, internationally acting colleagues. They have the necessary technical knowledge as well as business expertise for defining a company's individual needs in discussions with the customer, offering tailor-made solutions and ensuring the fastest possible implementation.

The entire AMS portfolio from one source

From AMS consulting through first-level support, as well as technical and professional operation of applications, up to taking over of central coordination and responsibility for several IT providers, LHIND guides its clients comprehensively through the entire process. Together with LHIND, you overcome the complexity of your IT environment, create insights and have more time to concentrate on your core skills.

Modernization and automation increase agility and flexibility

LHIND's AMS strategy includes integration of innovative technologies and platforms, use of sharing potentials, inclusion of specialized providers – also on the cloud level – through modular and flexible operating services. Here the LHIND AMS strategy is not only directed towards provision of technical operations, but also towards establishing a technological network beyond company boundaries.

Your benefits at a glance

- **Individual support and holistic solutions**
LHIND guides you from consulting through implementation up to stable operation. Our goal: To find the best solution for your individual demands.
- **An eye towards the entire system health**
To quickly identify the cause of faults – also across provider boundaries – LHIND offers holistic monitoring of the entire IT environment. 24 hours, 7 days a week. Thus, in case of a fault, your IT chain – and thus your business and value-added chains – is restored as quickly as possible.
- **Automation by providing the “LHIND DevOps Platform”**
Automation is absolutely crucial for modernizing the IT environment . We support you by providing the “LHIND DevOps Platform” with associated tools and processes for modern application management. You have decided on DevOps? LHIND supports you from consulting through implementation.
- **Flexible solutions for individual requirements**
Our service portfolio follows a flexible approach. Whether application man-

agement for the entire application environment or taking over and operating individual applications, LHIND offers modular solutions that are based on your individual requirements.

- **In good hands around the clock**
For those responsible for applications and for end users, LHIND offers skilled contact persons around the clock who are familiar with your environment and your systems' interrelationships and thus can quickly identify and resolve the cause of faults.
- **Provider control**
The modern IT environment's complexity results in a growing number of providers and your own departments being involved in the operation of applications. LHIND takes over provider control on behalf of the customer, both in the applications and infrastructure sectors.

<p>AM consulting Strategic, operational and technical AMS consulting while considering customer-specific business requirements, operating models, technologies and architectures.</p>	<p>Service integration Assuming central coordination of several IT providers to ensure IT stability across all applications and infrastructures.</p>	<p>Application & platform operations Technical and professional operation of applications and platforms, such as SAP Basis and various database technologies.</p>	<p>Operation center services Holistic control of the technical operation of various IT applications and their infrastructure in 24/7 mode, as well as orchestration of the providers involved.</p>	<p>Application service desk Uniform professional 1st level support in 24/7 mode in German and English.</p>	<p>3rd level support, maintenance & enhancement Development and maintenance of application components in connection with key technologies, such as SAP, databases, EAI and application platforms.</p>
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The integrated AMS platform includes all process support tools necessary for an integrated AMS approach.