

Application Services: Applications Support & Maintenance

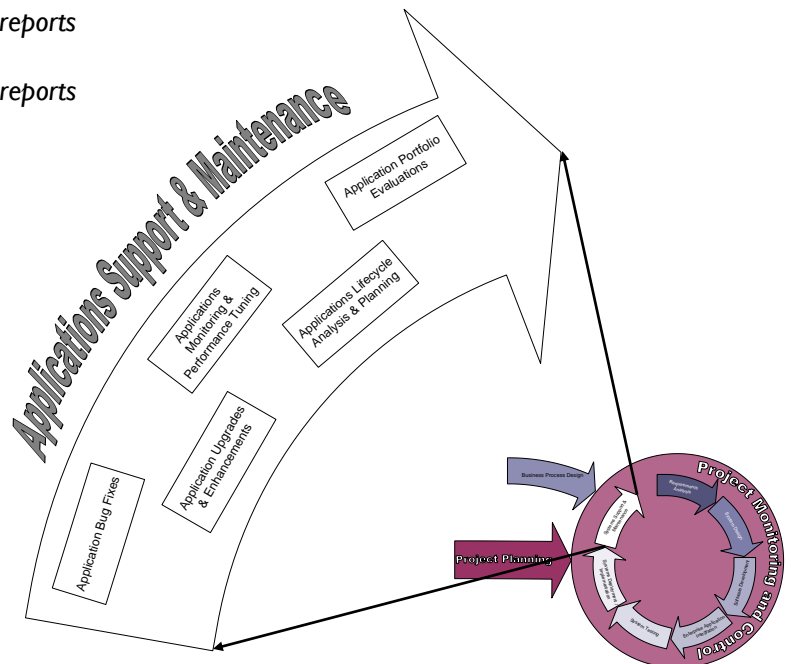
For over fifteen years, Paradigm has provided Applications Support and Maintenance services to our customers. We continue to provide cost-effective support to both public and private sector organizations, for applications diverse in both size and technology. Our application support specialists can provide service on-site or remotely, for custom-developed or 3rd party packaged applications. Paradigm also provides full application life cycle analysis, development, integration, and implementation services for major enhancements and upgrades.

- Paradigm employs tailorable Application Support and Maintenance processes, built upon trusted standards and procedures as defined in ITIL®, CMMI®, and other industry best practices. Our support staff and processes are adaptable to our customer's processes, environment, and service level expectations.
- Paradigm can also assist customers in the planning of application support lifecycle, including sunseting and replacement strategies, and technology migration planning.
- Paradigm can also provide proactive health-checks of existing applications, highlighting areas of concern, and providing customers with suggestions for improvements to their reliability, performance, and on-going maintenance.

Paradigm's Application Support Specialists possess skills that embrace a wide range of application technologies including .Net, Visual Basic, Java, ASP, XML/XSL, C#, C++, Oracle Forms, Microsoft Access, SQL Server, Oracle, Sybase, and many more.

Typical Deliverables from Applications Support & Maintenance:

- Application bug fixes
- Application upgrades & enhancements
- Supporting configuration & change management documentation
- Release Management documentation
- Application monitoring and performance reports
- Application lifecycle planning reports
- Proactive application portfolio evaluation reports



For more information, please contact us:



www.paradigm-seb.com
www.seb-inc.com
headoffice@paradigm-seb.com

Regina Office
1200-1881 Scarth St
Regina, SK S4P 4K9
306-522-8588

HELPING CUSTOMERS SUCCEED

Winnipeg Office
700-177 Lombard Ave
Winnipeg, MB R3B 0W5
204-946-5800

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