Synoptek

Application Managed Services

Maximize efficiency and minimize downtime with Synoptek's Application Managed Services

Every application needs support and maintenance post-implementation. But scarcity of skilled resources, unscalable IT infrastructures, and the economic pressure of balancing CapEx and OpEx make continuous monitoring and management a big challenge.

Organizations are realizing that the only way to maintain application uptime, ensure business continuity, and elevate customer experience is through continuous monitoring and management of the application landscape. This is driving the growth of the Application Managed Services (AMS) market, predicted to grow at a CAGR of 20.96%, reaching $39.03 billion in 2028.

What does AMS Cover?

- Routine System Administration
- Data Management
- Application Monitoring
- Environment Monitoring and Management
- Governance and Change Management

Why do you need AMS?

Growing technical debt	**Scarcity of resources**	**Limited or no global scaling capacity or capability**	**System cost and complexity**	**Low businesses application stakeholder satisfaction levels**

Synoptek and Application Managed Services

Synoptek offers a comprehensive suite of application monitoring and maintenance services. As an MSP with over 22 years of experience, Synoptek's application management experts can help organizations improve app performance, boost user experience, and deliver substantial cost savings.

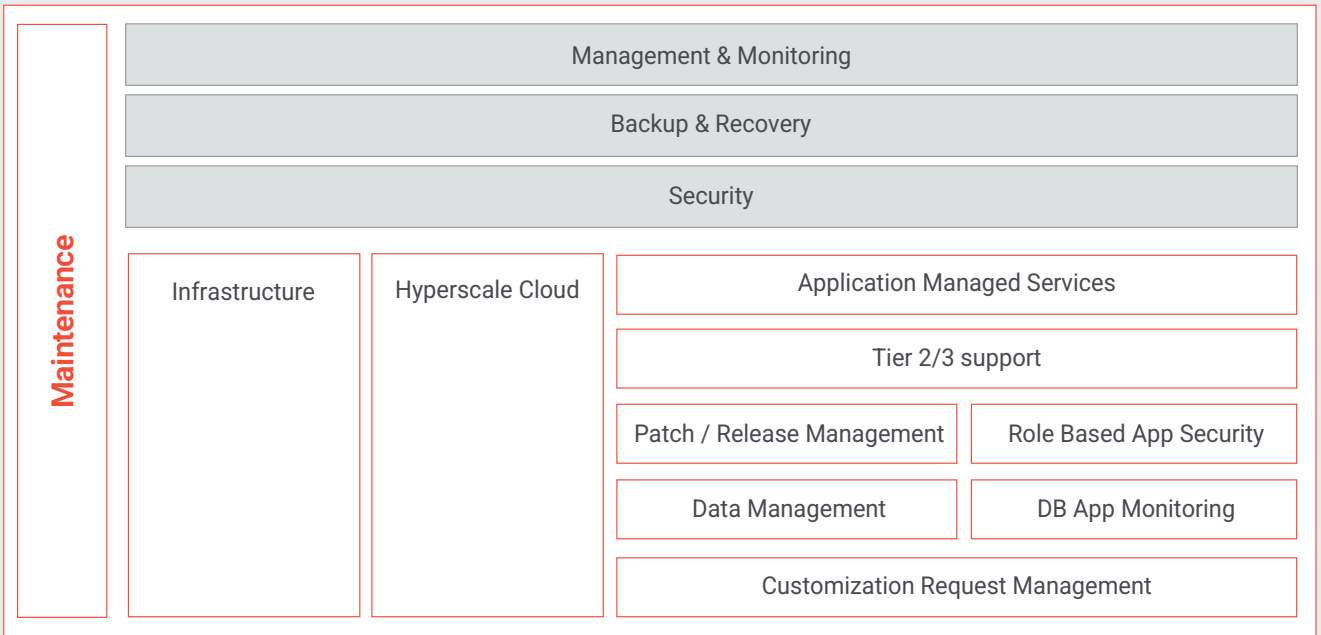**Clients across the globe trust Synoptek for unmatched services**

99.99%	**24/7**	**1000+**	**5000+**	**800+**
Uptime Guarantee	Managed Helpdesk	FTEs	Certifications	clients across 28 countries

20+	**50**
Years of Application Management Experience	Net Perfect Score and 4.93/5 Customer Satisfaction

Application Managed Services Components

IT leadership Planning and Governance

Tier 1 – Global Operations / Service Desk
Incident / Request Management

Maintenance

Management & Monitoring

Backup & Recovery

Security

Infrastructure	Hyperscale Cloud	Application Managed Services
		Tier 2/3 support

Patch / Release Management	Role Based App Security
Data Management	DB App Monitoring

Customization Request Management

Custom/Enhancement Needs

Subject Matter Consultants

Lifecycle Management

End-to-End Application Management Services

As a leader in the Managed Services space, Synoptek offers end-to-end Application Management Services for mission-critical systems. Our USPs include:

Advisory led: Every managed services contract includes advisory services to help navigate the management and evolution of the services in the scope of the agreement.

Business and customer experience driven: Synoptek has put in place processes to ensure we understand your business and provide a tailored solution that specifically meets your business needs and the expectations of your users.

Assessment and planning: We execute a comprehensive assessment of the complete technology ecosystem for every technology we manage and provide findings and recommendations within 60 days of every kick-off meeting. This highlights risks, issues, gaps, and opportunities for the customer to get more out of their systems.

Increased maturity: Synoptek focuses on measuring customers' capability and maturity level and constantly works towards advancing them to the next level of maturity.

Professional frameworks: Synoptek has developed and enhanced a collection of ITIL-based processes to improve overall IT management.

Service level management and global operations: We have built out a robust global delivery operation that enables us to provide very high service levels by quickly matching service, change, and support needs to the right person, with the right skill set at the right time globally.

Best Value: Synoptek leverages robust processes and a strong global delivery team that is enabled by the best systems to achieve service levels at the best value for the markets we serve.

Benefits

- On-demand access to skilled application management experts
- Reduced technical debt
- High application availability
- Stronger application security
- Enhanced stakeholder satisfaction levels
- Seamless global scalability
- Improved business agility

About Synoptek

Synoptek delivers accelerated business results through advisory-led, transformative full-life-cycle systems integration and managed services. We partner with organizations worldwide to help them navigate the ever-changing business and technology landscape, build solid foundations for their business, and achieve their business goals.

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