

ERP

BI & EPM

Middleware

CRM / CX

Managed Services

Infrastructure

## AST Global Service Desk

“Follow the Sun” model provides customized service delivery.

### Service Offerings

- Onshore Model
- Hybrid Model
- Offshore Model

### Managed Services Benefits

- Reduced support costs
- Increased performance and reliability
- Do more...spend less
- Reduced difficulty in hiring and retaining staff
- Reduced spending on non-strategic activities
- Increased agility to meet strategic business priorities
- Focus on innovation versus maintenance
- Increased capability to keep up with technology evolution
- Thousands of solutions captured in the KEDB
- Best Practices approach with continuous improvement

### AST Service Desk Locations

- Chicago, IL, USA
- Santa Clara, CA, USA
- London, UK
- Pune, India
- Singapore
- Melbourne, Australia

Our “follow the sun” model enables 24x7x365 support from multiple locations around the world. With a variety of options for managed services, AST is your go-to partner for secure, risk-free solutions.

- **Offshore Model**—This popular outsourcing approach provides the lowest cost of operations and a readily-available talent pool to enable quick ramp-up and ramp-down. It is best suited to organizations with previous outsourcing experience.
- **Hybrid Model**—This strategy involves long-term analysis and uses a multi-shore engagement model. The Hybrid model utilizes on-site, onshore, and offshore strategies. It optimizes service delivery through multiple delivery centers across different geographies, for different functions, providing seamless 24x7x365 support capabilities.
- **Onshore Model**—Whether your organization’s choice of onshore services is due to legal regulations, business needs, or of corporate preference, AST can support your team with US-based resources. Services include 12x5 service desks and dedicated resources for each customer.

## Specialized. Recognized. Preferred.

With more than 50 satisfied managed services customers, AST is the logical choice to right-size your managed services endeavors. Let us show you how your organization can benefit.

Our proprietary methodology - AST Shift-Left Methodology (ASLM) - provides significant reduction in TCO (Total Cost of Ownership). ASLM defines the ‘shift-left’ approach, thus assessing and reducing the level 3 and level 2 tickets with a move towards self-service and Level 1 support.



AST Corporation is an Oracle PartnerNetwork Platinum Partner, an Oracle Pillar Partner, and three-time recipient of the Oracle Excellence Award.

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