



# Application Support Services



## CA Gen Application Support Services

### THE IT CHALLENGE

During the past 20 years, IT organizations have developed a vast array of mission critical business applications using CA Gen. Many of these applications are still in operation today and continue to deliver solid business value. Applications developed in CA Gen require specialized resources to keep them current, provide operational support, and to ensure that performance meets or exceeds service level commitments. In recent years, the available pool of talent to support Gen applications has begun to dwindle. Many of the Gen skilled resources have retired or

moved on to newer technologies. Recent entrants into the IT developer pool have not received training on CA Gen as a development platform. Further, IT organizations have redeployed Gen application support resources to new development projects and urgent business initiatives. The net result is that many organizations are left without sufficient capacity to properly support, extend, and modernize critical GEN business applications. Does your organization face any of these same challenges?



### DELTA'S SOLUTION

Delta offers a time-tested Application Support Service focused on CA Gen legacy applications. Delta's support services ensure that your model-generated applications, databases and interfaces continue to perform in trouble-free, uninterrupted fashion. Delta's Application Support offerings are geared to help you achieve your production support goals including service level commitments, technical performance, and customer satisfaction. Key service components are as follows:

- ◆ Production Activity Monitoring
- ◆ Troubleshooting & Problem Resolution
- ◆ Job scheduling
- ◆ Metrics and Reporting
- ◆ Capacity Management
- ◆ Model Management
- ◆ Release Management
- ◆ Support Communications
- ◆ Application/Database Performance Tuning
- ◆ Database Administration
- ◆ Data Pruning/Archival

### WHY DELTA?

Production Application Support is our business. We have more than 150 staff-years of experience in supporting mission-critical CA Gen applications deployed across a wide variety of platforms and technologies. We have supported Fortune 100 clients in exemplary fashion for over 15 years. Delta has implemented tools and processes geared to support your

valued business users, manage the technical details of your applications, and to ensure that your support dollars are managed to your specification. Let Delta handle day-to-day maintenance chores freeing up critical resources to address the strategic needs of your business.



Contact us:

129 Littleton Road • Parsippany, NJ 07054 • 800.335.8220 • [www.deltacorp.com](http://www.deltacorp.com)