



Sector\_ **Banking**  
 Title\_ **APM (Applications Portfolio Management) Systems Development and Maintenance Service**  
 Date\_ **June 2007**

In 2007, Security bank began system technological renovation process. This initiative included the implementation of Flexcube Core Banking. In addition, the Bank hired **everis** to develop, integrate and later maintain a variety of applications.

**Felipe Ortíz , everis manager in charge of the service rendered**

*“APM implementation has brought about a consolidation of the most important features of this type of service. Broad applications maintenance related knowledge has been obtained and maturity and efficiency achieved using perfective developments. This has softened the transition required for incorporating new applications into the current portfolio. The APM process has also resulted in a cycle of continuous evolution and has solidified a relationship based on mutual trust.”*

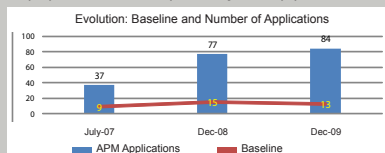
**APM Project**

The goal of this project is the rendering of maintenance and support and consultation, incident and problem management services for Security bank systems.

This service includes the execution of maintenance and support tasks for already operational applications and the new functionalities to be incorporated by the bank. Thus, a pyramid resource base was defined in order to satisfy both service demand and the levels of service required. As of the close of 2009, the number of applications involved in this initiative was as follows:

Group	Number of Applications
Channels	Commercial Banking
Commercial Banking	47
Foreign Trade	3
Management	9
Risk	13
Work Flow	1
Totals	<b>84</b>

The following Graph shows service evolution as compared to the base equipment and quantity of applications.



Variable demand flow has also been included in this initiative. Last year, this represented an average of more than 3,000 hours of development, over baseline, per month.

Over the course of the current year, due to the service benefits provided

by **everis** methods, quality and experience, this service has played an important role in **everis** Chile outsourcing services CMMi level 3 certification.

The activities executed during the APM initiative have been grouped into the following service lines:

**Maintenance Services:**

The activities included in this service line are as follows:

- Corrective Maintenance Activities – Tasks related to resolving applications and systems incidents.
- Evolution/Standards Maintenance Activities – the execution of changes and the implementation of new functionalities so that related systems remain continuously aligned with business requirements and objectives.
- Adaptive Maintenance Activities – production start-up development improvement, change, testing and support without altering the functionality of the applications in question. This is achieved by modifying current platforms, architectures and/or operational systems or modifying the software itself.
- Perfective Maintenance Activities – This includes the execution of the modifications required for minimizing possible short-term problems without altering application functional specifications. These changes can be associated with the application software, interfaces with other applications or with modifications related to partial or definitive incident solutions.



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- Report and Information Processing Activities – This includes the resolution of items included in reports that are generated pursuant to Security bank requirements. These reports shall be prepared using already existing applications data models.
- Problem Management Service
- This service includes the systems / applications maintenance activities which must be executed in order to resolve and prevent later incidents. It involves specifying both the causes of the incident and its corresponding resolution
- Incident Management Service
- Incident management (corrective maintenance) includes incident reception, registration, management, follow-up and resolution and / or the errors detected during application use within the production environment.

• **Support and Consultation Activities**

This service includes the handling of production or management area functional use consultations (both reception and response).

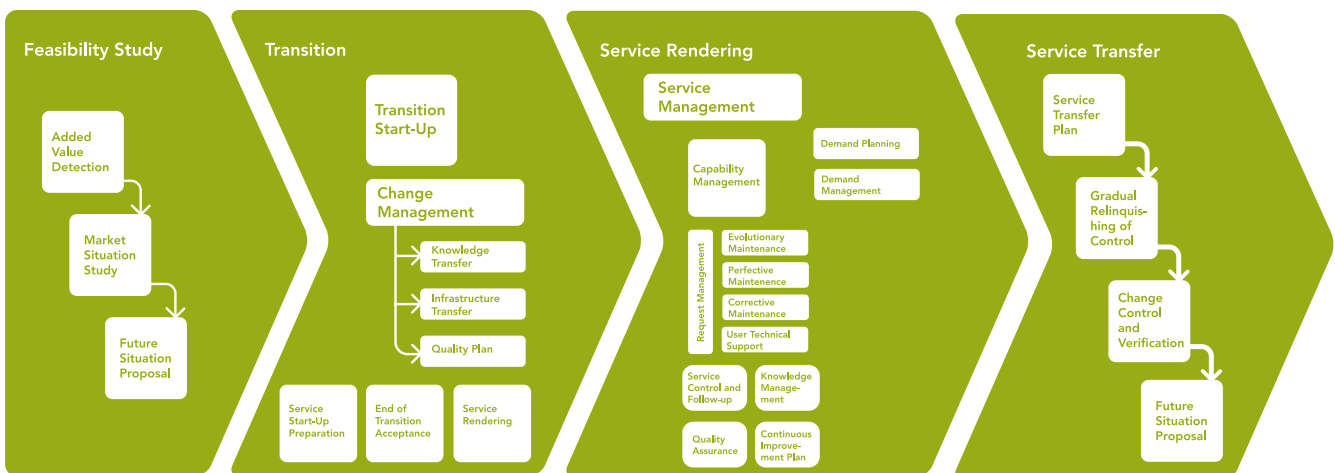
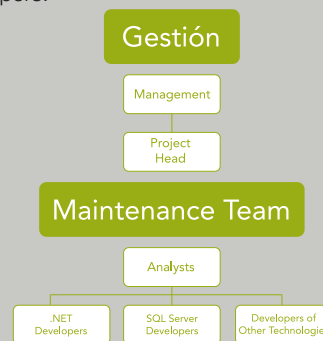
The APM service rendered for Security bank is based on our methodological path which is divided into four phases.

The preliminary and technical transition methodological phases were completed with just a moderate level of effort. This was possible because **everis** already had part of the applications knowledge necessary thanks to experience gained from previous systems integration and development projects.

**Work Team**

The team includes a fixed group of professionals whose job is to take care of planned (baseline) demand and new resources, and/or sub-teams, that are brought in to deal with variable demand:

- Service Manager.
- Project Head.
- Functional and/or Applications Analysts.
- Developers.



The banking sector has been one of the catalysts of the robust growth levels achieved by **everis** as a company. In the eyes of our banking sector clients, **everis** has become a recognized and reliable business partner.