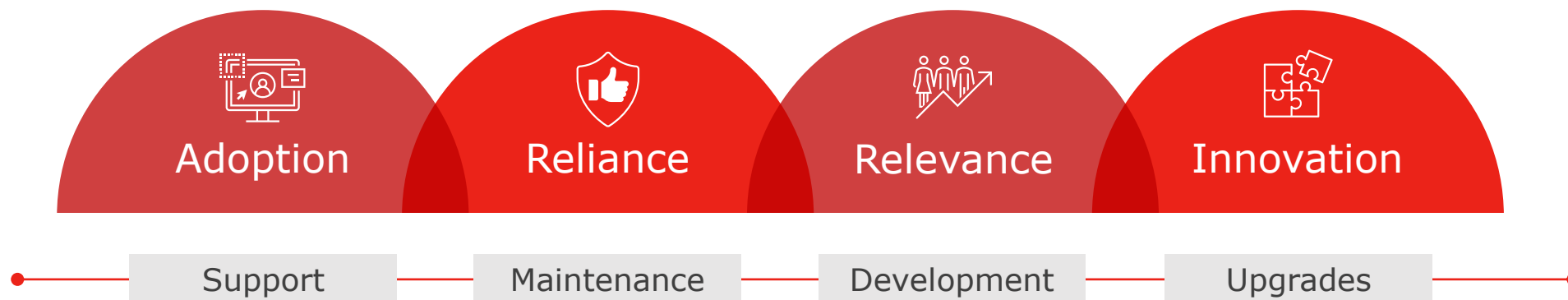


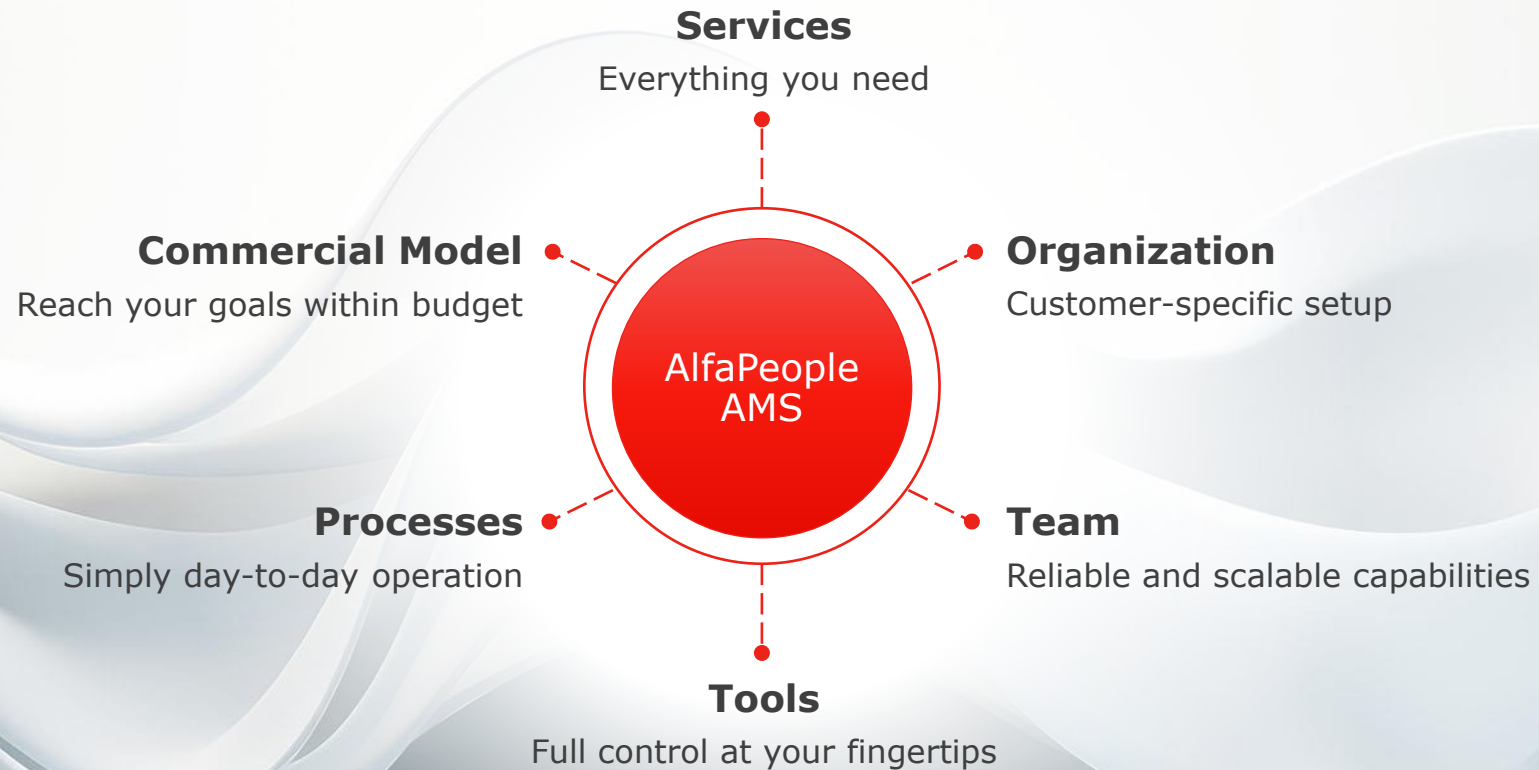


Application Management Services

The operations phase is about **maximizing** your benefits.  
A **successful** and **sustainable** operations phase requires.



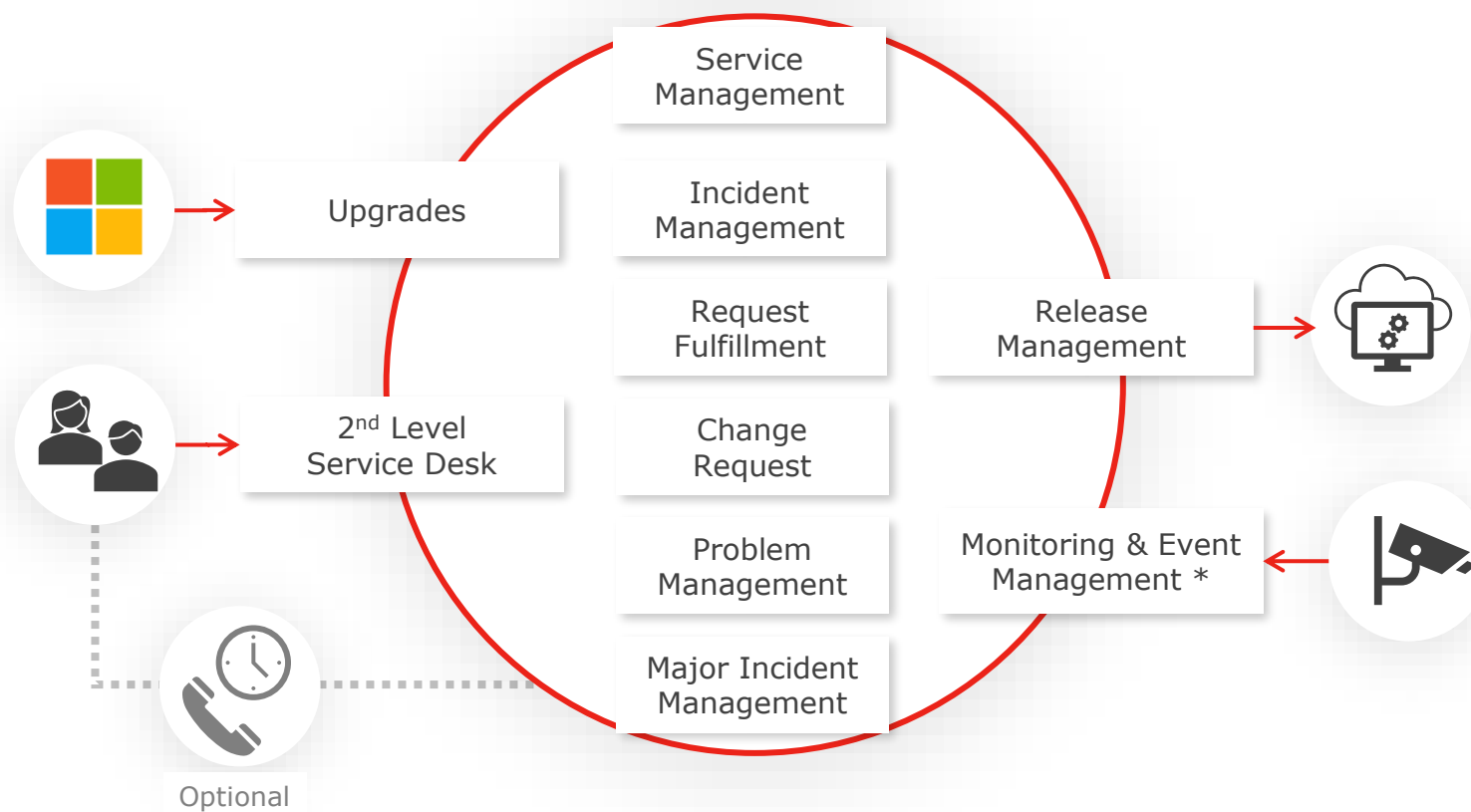
# What is



# Services

Comprehensive service catalogue made simple

## Everything you need



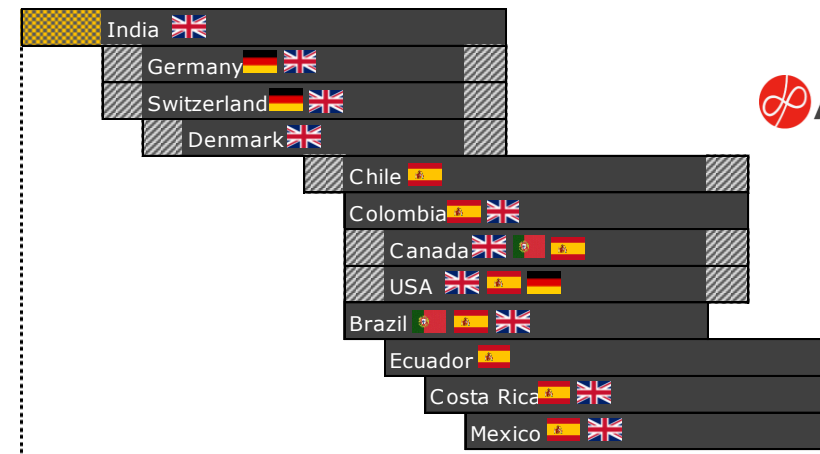
\*Automated monitoring and event management is only available for CE

# Organization

Smart way of internationalization

## Customer-specific international setup

- 12 Operational Centers supporting 4 languages that can be combined in any way fitted the individual customer
- Using the follow-the-sun principal offers a service of the highest quality, stability, reliability, scalability, capability, and cultural overlap.
- When combining multiple operational centers, one center will be *owning* and the rest *supporting*.



Sydney	13	14	15	16	17	18	19	20	21	22	23	0	1	2	3	4	5	6	7	8	9	10	11	12
Tokyo	11	12	13	14	15	16	17	18	19	20	21	22	23	0	1	2	3	4	5	6	7	8	9	10
Hong Kong	10	11	12	13	14	15	16	17	18	19	20	21	22	23	0	1	2	3	4	5	6	7	8	9
Singapore	10	11	12	13	14	15	16	17	18	19	20	21	22	23	0	1	2	3	4	5	6	7	8	9
New Delhi	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	0	1	2	3	4	5	6
Dubai	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	0	1	2	3	4	5
Athens	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	0	1	2	3	4
Copenhagen	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	0	1	2	3
Berlin	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	0	1	2	3
Zürich	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	0	1	2	3
London	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	0	1	2
Sao Paulo	23	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
Santiago	23	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
New York	22	23	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
Toronto	22	23	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
Quito	21	22	23	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
Bogota	21	22	23	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
San Jose	20	21	22	23	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
Mexico City	20	21	22	23	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
Denver	20	21	22	23	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
Los Angeles	19	20	21	22	23	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18

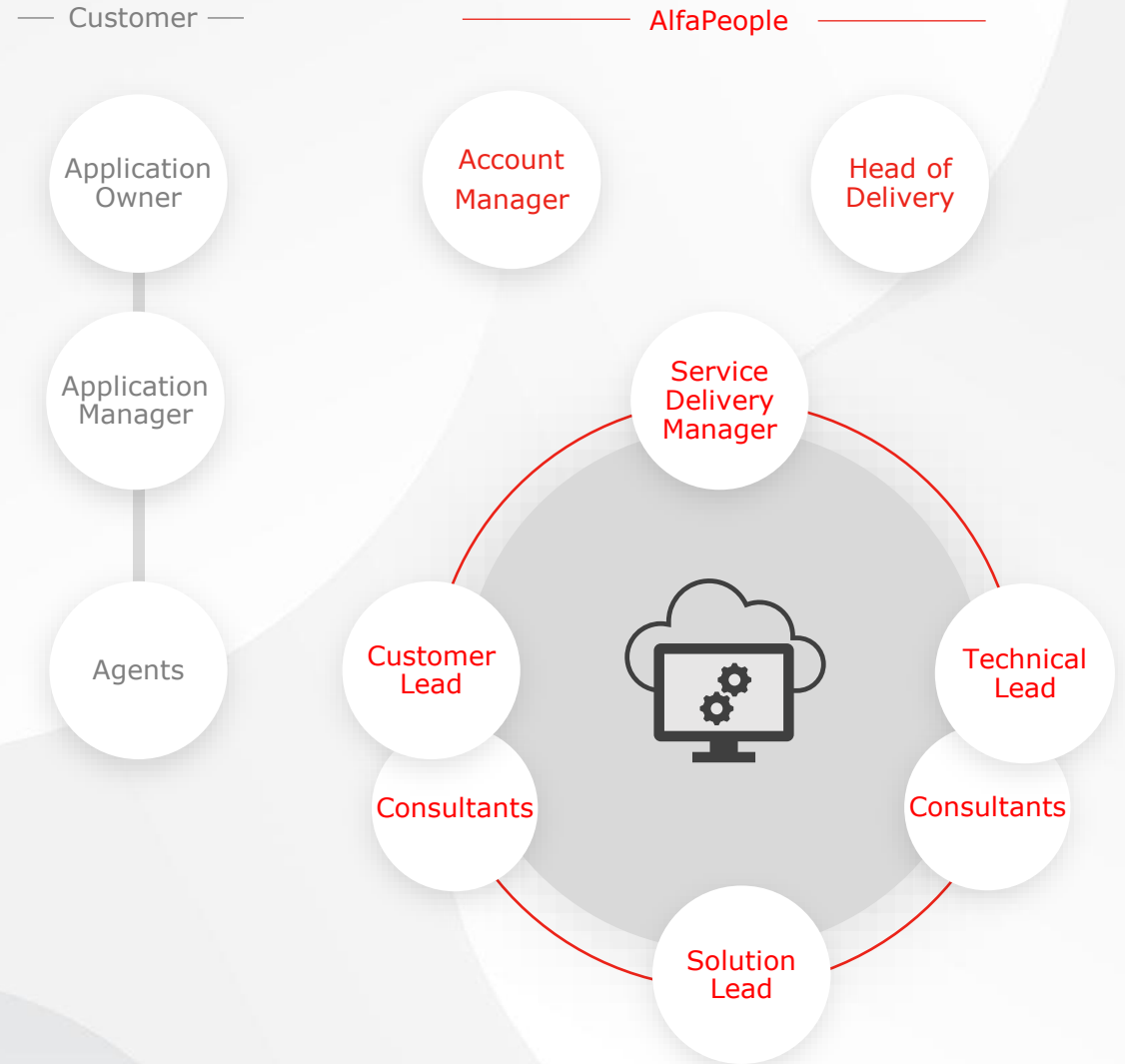


# Team

Granular role model with clear responsibilities

## Reliable and scalable capabilities

- Dedicated team per customer
- A person can have multiple roles, but a role can only belong to one person
- Speak to the person most like to solve your problem *first!*
- The required width and depth in capabilities







# Tools

Efficient and empowering service management


## Full control at your fingertips




Role-based access




Approvals




Operational parameters per customer



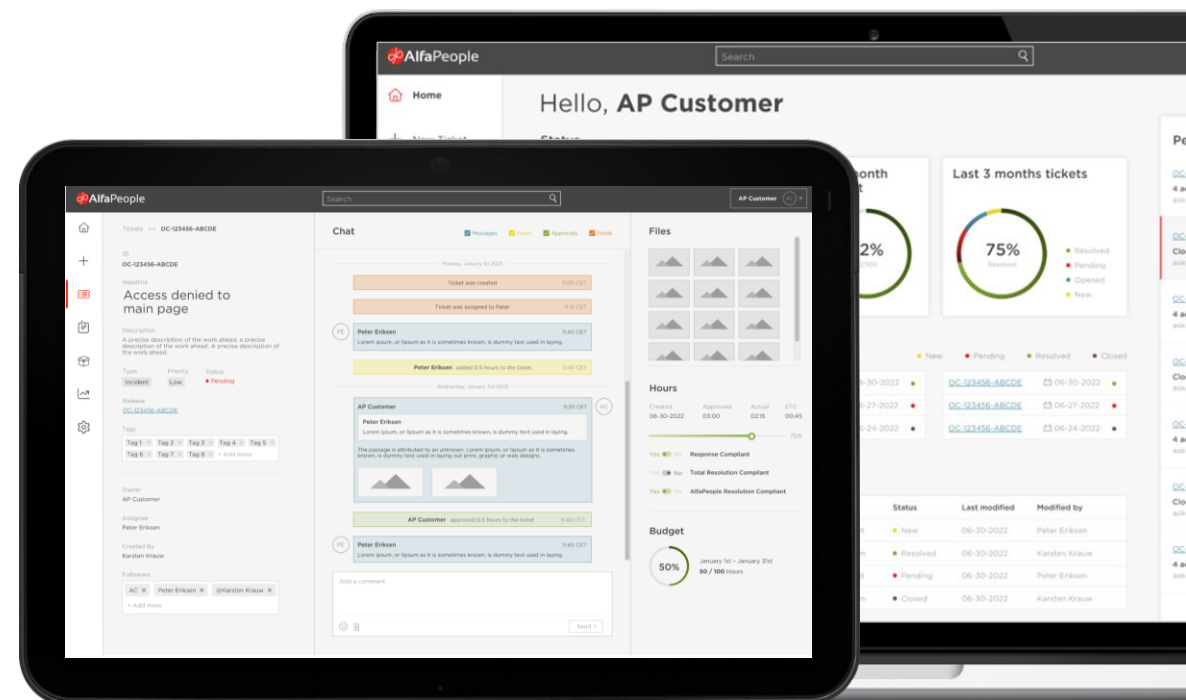
Budget control on multiple levels



Task Management with full transparency



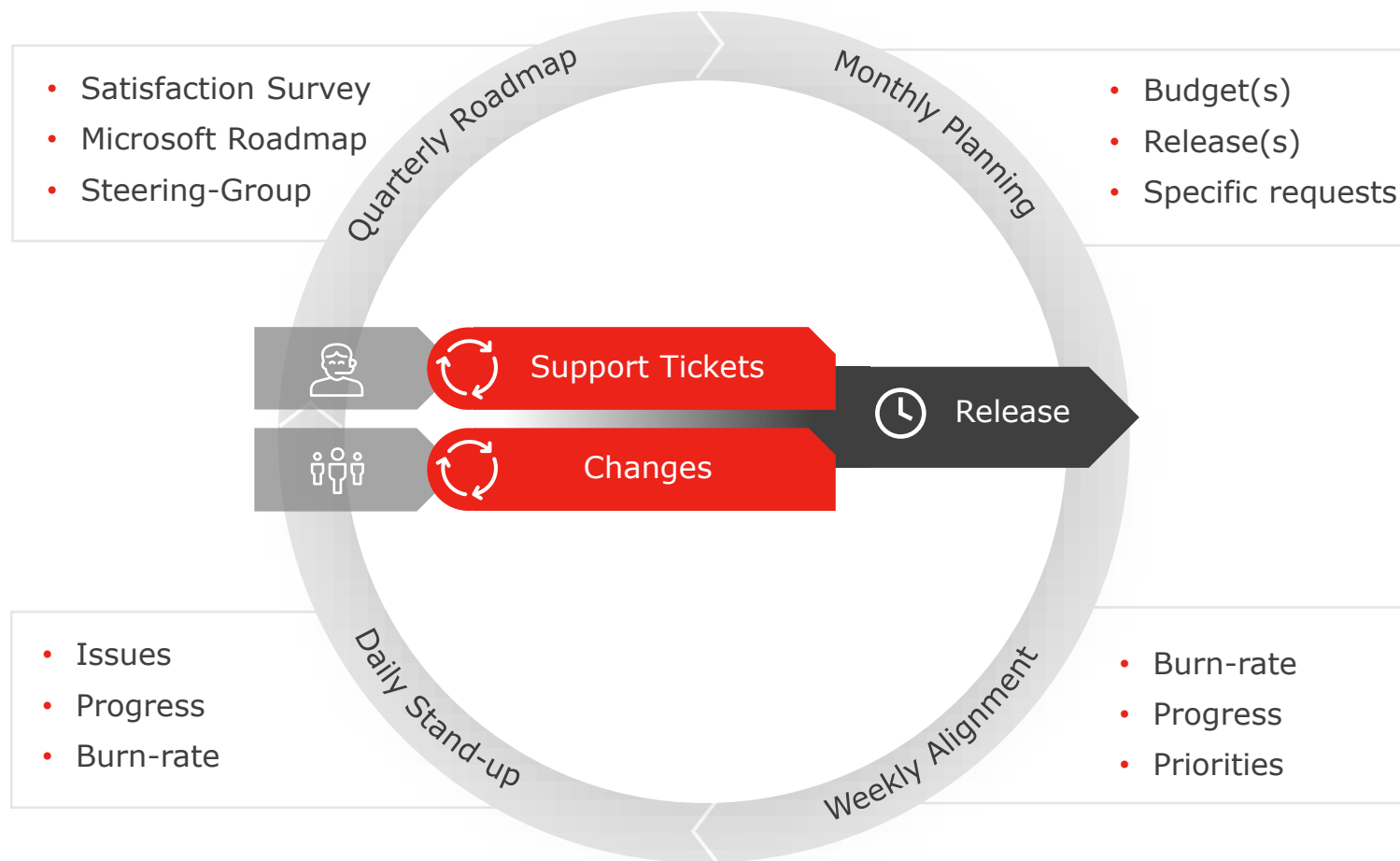
Automated and on-demand reporting



# Processes

Everything in its time

## Simple day-to-day operation





# Commercial Model

Flexibility, transparency, and control

## Reach your goals within budget



10  
Services

HOURLY RATE

Dependent on your choice of  
operational center(s)  
and number of hours

Extra Hours +20%  
Overtime +50%

- Continuously commit to budgets for periods ranging from 1 to 12 months
- Spend your budget as *you* see fit
- Freedom to buy extra hours beyond committed budget within the periods
- Adjust the budget for the next period(s) whenever

# Long-term partnerships

200+

AlfaPeople AMS  
Customers Worldwide

63%

of existing AlfaPeople AMS  
customers have a tenure >3y

8.0 NPS

for AlfaPeople AMS  
Customers

+25%

of AlfaPeople's business

**Boydorr**  
NUTRITION FOR LIFE

**AGROSAVIA**  
Corporación colombiana de investigación agropecuaria

**infront**

**sodexo**



**BONAVA**

**BASF**  
We create chemistry



**SERTECPET**



**cobis topaz**  
Dos grandes historias, una sola plataforma

**DIPAC**  
PRODUCTOS DE ACERO





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**Services** Everything you need

**Organization** Customer-specific setup

**Team** Reliable and scalable capabilities

**Tools** Full control at your finger-tips

**Processes** Simple day-to-day operation

**Commercial Model** Reach your goals within budget

Thank you!