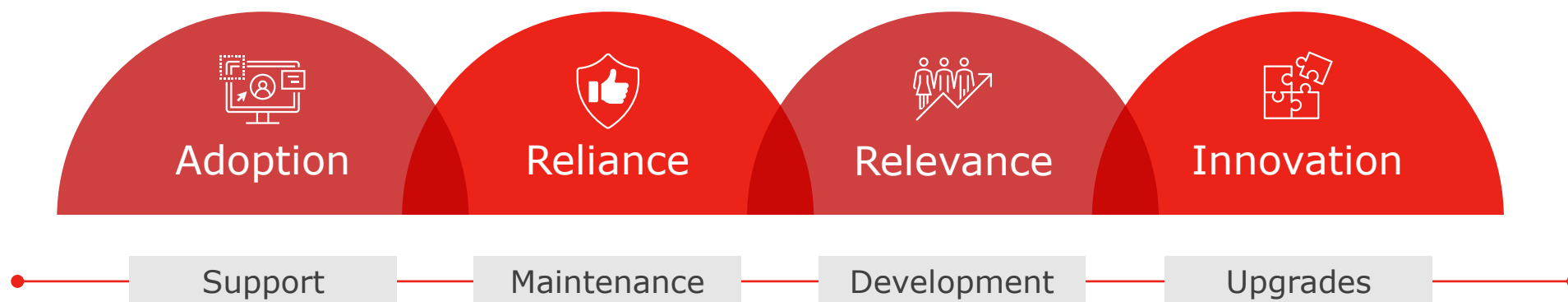


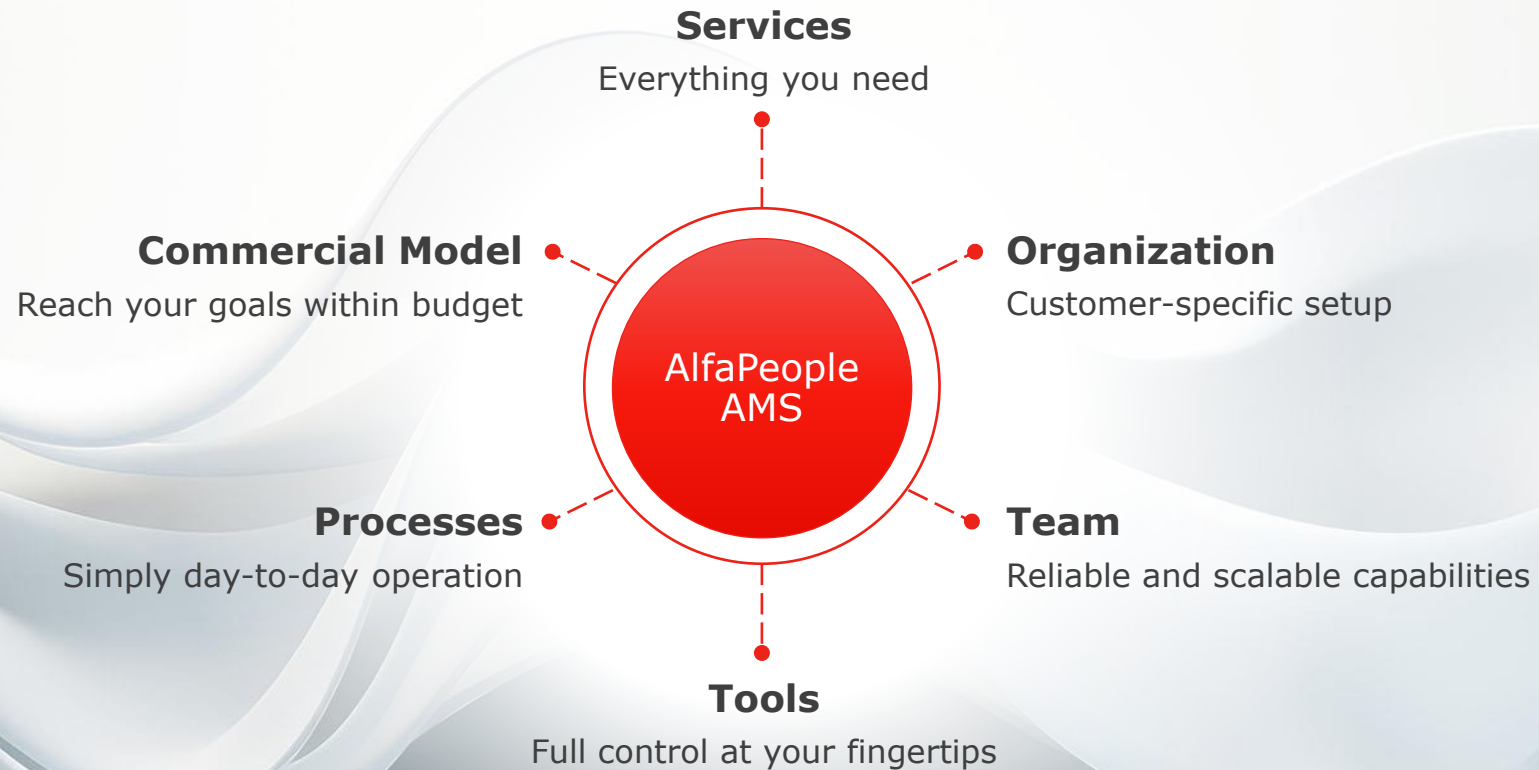


Application Management Services

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



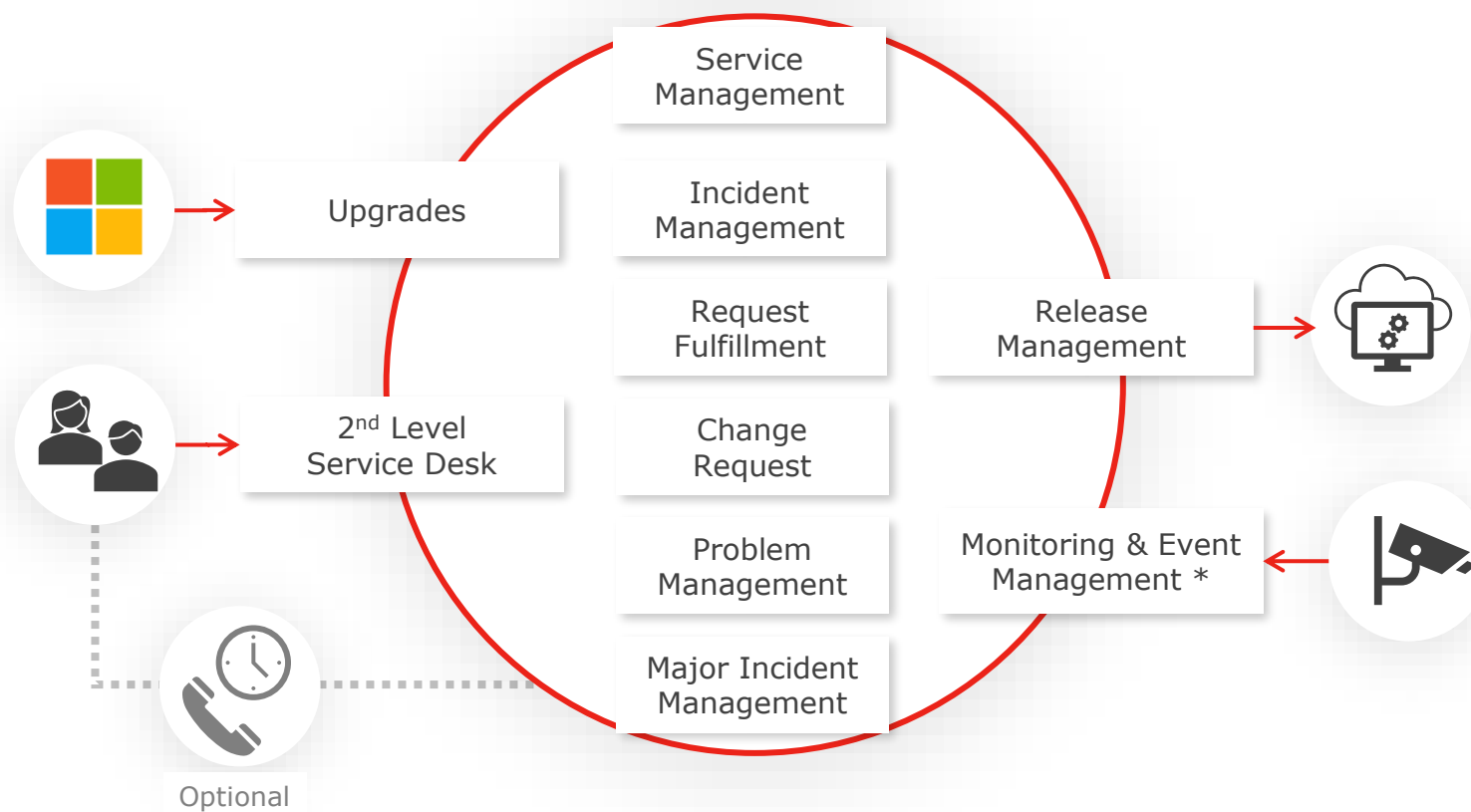
What is



Services

Comprehensive service catalogue made simple

Everything you need



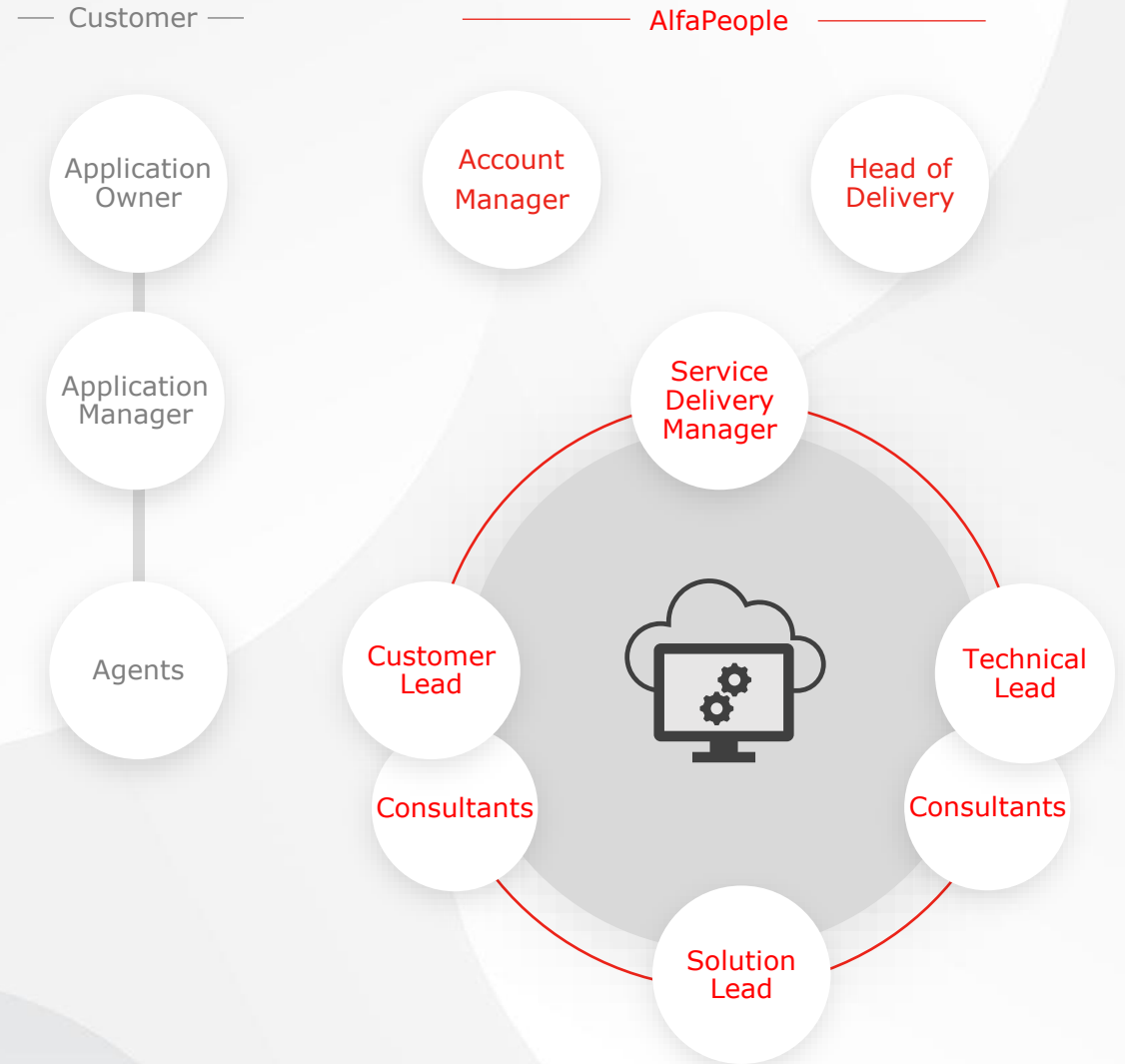
*Automated monitoring and event management is only available for CE

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



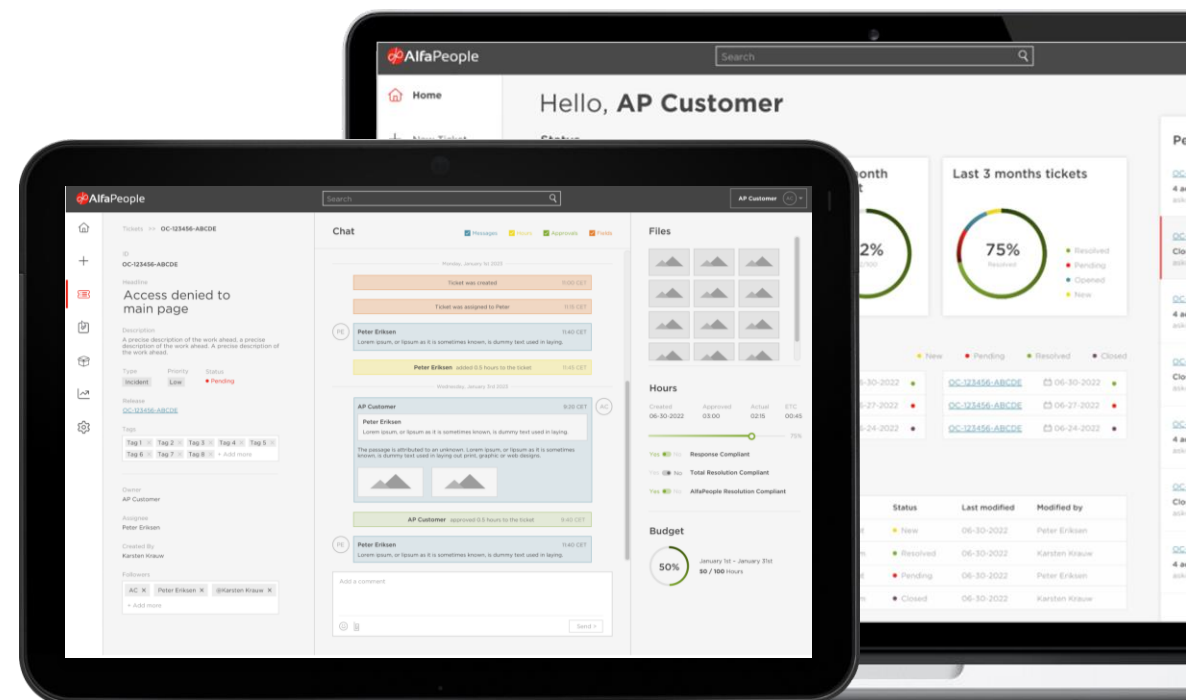
Budget control on multiple levels



Task Management with full transparency



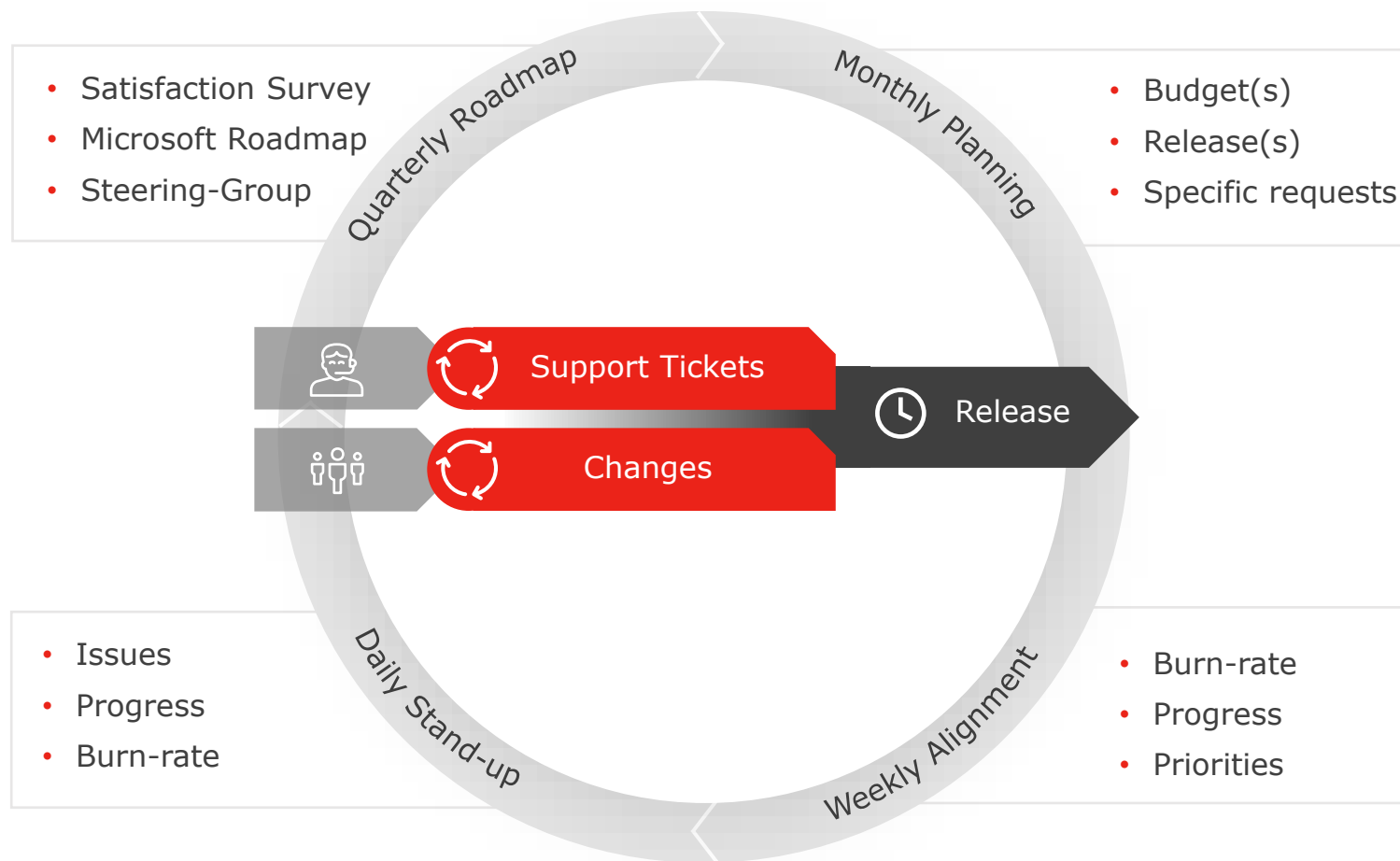
Automated and on-demand reporting



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





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!