c a p t u r e

Application Operations Service

Boost your business by cost and quality optimized IT services

Once designed and tested, you expect your applications (and other IT services) to execute and perform at the targeted level. Your core goal is to enable the business value of the IT services! You want to keep the ability to control the service operation and you have a focus on maintaining user satisfaction. Teaming up with a specialized expert in application and IT service operations ensures reaching these goals.

You find your organization in one of the following situations:

- You have developed services for a new business idea, but you do not have the experience, qualification, or tools to operate this service effectively and efficiently

- The quality of the service provision exceeds the currently available standards, e.g. 7/24 availability or response time or language offer, etc.

- The establishment of a new service or the increased demand for an existing service exceeds the available capacity of the operational service

- Strategic objectives for refocusing, cost reduction programs or quality initiatives lead you to the decision to make or buy

Capture Application Operations Services effectively manage day-to-day aspects, ensure service levels and targets for continuous service improvement to help your organization to optimize service cost and quality.

EVENT MANAGEMENT
Detect & assess events, determine appropriate control action

ACCESS MANAGEMENT
Granting authorizations & managing user rights

INCIDENT MANAGEMENT
Minimize business impact by restoring unexpectedly degraded or disrupted services

REQUEST FULFILMENT
Manage & fulfill Service Requests

PROBLEM MANAGEMENT
Perform root cause analysis & proactively prevent future problems

CONNECT NOW!
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#CaptureEurope

The service

Capture has entered a strategic partnership with Lufthansa Systems Hungária which allows to offer comprehensive 7/24 operations services, in addition, to already common practice IT services.

Service Desk
Single point of contact for users, ticket management, ITIL conformant processes

IT Operations Management
Assuring continuous availability and operation including infrastructure and application monitoring

Application and Operational Health
Capacity planning, service continuity, availability & performance level

Application Management
Change management, ongoing maintenance & management throughout the whole lifecycle of the applications

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We have worked with Capture for about a decade now. They have the network, the salesforce, the business acumen, and the expertise to make this strategic cooperation happen, and we have the scalable development and operations capability – the perfect symbiosis.

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Michael Herrmann
Managing Director
Lufthansa Systems Hungária

Capture Europe

Austria (Headquarters)
Capture Consulting und IT Services GmbH
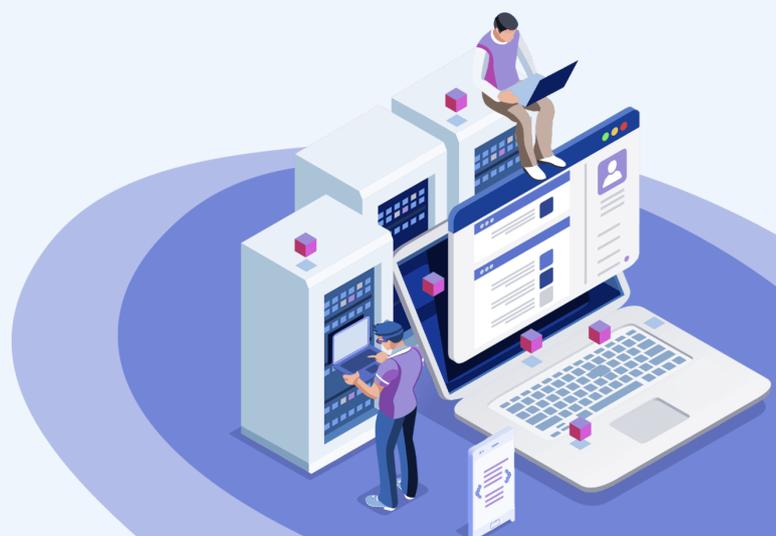1100 Wien, Wienerbergstraße 11 / A / 15
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