

Application Development Managed Service – at a glance

We deliver...

- Standardized application management and incident reporting via the Axaz Managed Service System
- Technical advice and insights to improve stability, performance, and structure
- Prioritized availability and structured support within the agreed SLA
- Access to application and platform expertise when you need it most

Through using...

- Defined services that Axaz is responsible for, with clear deliverables across tier levels
 - Services are tailored to your setup and maturity
 - Tasks vary by service level; other areas remain the client's responsibility
- Health and performance reporting
 - Includes issues, usage trends, and improvement opportunities

Which ensures...

- ✓ Technical continuity and team readiness through retained system knowledge
- ✓ Early risk detection through proactive monitoring and security checks
- ✓ The application is aligned with operational and business needs
- ✓ Predictable operations, allowing you to focus on your core business
- ✓ Common pitfalls are avoided, such as:
 - Bottlenecks from unclear ownership
 - Technical debt building up unnoticed
 - Feedback and improvements being lost in the backlog

Managed Service

Application Development

Managed Service for Application Development ensures stable operations, performance optimization, and continuous insight. Through the Axaz Managed Service System, we provide a single point of contact for technical continuity and expert advisory.





01

Visual Development

Including Appfarm

Application Development: Managed Service Offerings

Application Development offers three Managed Service levels – Light, Standard, and Extended – providing scalable support and continuous improvement for your applications. This ensures flexibility, stability, and strategic growth.

	<input checked="" type="checkbox"/> Light	 Standard	 Extended
Roles*	Availability and continuity through system awareness.	Proactive health management and continuous optimization.	
Solution Monitoring	Centralized incident tracking (in Managed Service portal) and reporting of critical failures	Proactive monitoring and tracking of application health, uptime, and performance	Not operationalized
Solution Maintenance	Functional testing and review of critical components	Code and error log review with issue identification	
Performance Optimization	<i>Not applicable</i>	Performance checks and database optimization	
Security Management	<i>Not applicable</i>	Access reviews and compliance checks	
Product Management	<i>Not applicable</i>	<i>Not applicable</i>	
Degree of involvement & proactiveness			




*The roles Axaz are responsible for are agreed upon with the client, while the other roles should be managed by the client

02

Custom Code

Application Development: Managed Service Offerings

Application Development offers three Managed Service levels – Light, Standard, and Extended – providing scalable support and continuous improvement for your applications. This ensures flexibility, stability, and strategic growth.

	 Light	 Standard	 Extended
Roles*	Availability and continuity through system awareness.	Proactive health management and continuous optimization.	
Solution Monitoring	Centralized incident tracking (in Managed Service portal) and reporting of critical failures	Proactive monitoring and tracking of application health, uptime, and performance	...
Solution Maintenance	Scheduled technical reviews to maintain solution knowledge and ensure rapid response readiness	Active security management, core updates, and data integrity verification. Minor error handling**.	Not operationalized
Performance Optimization	<i>Not applicable</i>	Continuous analysis and tuning of code and infrastructure to maximize scalability	...
Product Management	<i>Not applicable</i>	<i>Not applicable</i>	...
Degree of involvement & proactiveness			

*The roles Axaz are responsible for are agreed upon with the client, while the other roles should be managed by the client

**Minor errors are defined as issues that take less than 0.5 hours to resolve. Major and extensive error correction applies to issues that take more than 0.5 hours to resolve. Estimation is performed by Axaz at their sole discretion. Only errors caused by Axaz's development, configuration, or implementation are covered by the managed service agreement; issues resulting from client-initiated changes are not included