Extend your core.

The center-centric business model

Focusing on applications development, integration and support for clients in a range of industries, EYAS' objective is to serve the requirements of the accelerating applications management marketplace.

EYAS leverages clients' core applications — the technology engines that keep businesses operating efficiently and that deliver customer information when, where and how it's needed. The EYAS model is a unique combination of service delivery personnel based in corporate solutions centers and client-facing personnel located on your business site.

With clients that set the standards in their respective markets, EYAS delivers with its own industry leadership, emphasizing advanced thinking and training...and progressive ways of doing business.

EYAS provides project-based staffing, applications support staffing and flexible-skill staffing at its own centers, with some on-site demand management and customer satisfaction teams. In addition, EYAS will customize centers and resources based upon a client's specific requirements, building centers in major metropolitan areas as client demand dictates. Through the use of state-of-the-art methodologies, technologies and practices, plus highly motivated individuals and teams, EYAS provides high levels of customer satisfaction at reduced costs.

'Enterprises are demanding greater levels of system uptime to support mission-critical applications while skilled human resources become harder to find and retain...The more active large enterprises display a strong engagement in application outsourcing programs and have already entered the phases of investment...companies see the benefits that outsourcing can bring to an organization: competitiveness, growth and reduced costs.'
— Analyst Alain Pétrissans in a white paper prepared jointly by Cap Gemini and International Data Corporation

APPLICATIONS MANAGEMENT ISSUES FACING TODAY'S COMPANIES

> *Limited availability of IT resources in the marketplace.*

> *High demand for skilled IT professionals.*

> *Subcontractors often do not perform the total solution (requirements definition, testing, project management, production support).*

> *Turnover of key technical staff.*

> *Keeping skills current.*

> *Shifting technologies.*

> *Varying demands from user organizations.*

> *Need for results versus hours.*

> *Off-shore results have not been as successful as desired.*

THE BUSINESS GOALS — DELIVER ON THE STRATEGY

> *Meet or exceed our clients' expectations with EYAS.*

> *Incorporate a culture of support, knowledge and information-sharing.*

> *Fully implement the center-centric model.*

> *Position EYAS as an applications services leader/business of choice.*

> *Develop technology and the infrastructure to support the business.*

> *Enhance EYAS stakeholder and associate rewards.*

> *Position EYAS as an applications services employer of choice.*