

Application Maintenance & Enhancement

The greatest leverage achieved in a service industry is through building relationships. Strong and lasting relationships are founded on value. The period between the initial engagement until the completion of a project is crucial when a relationship is forged. At the end of this period, the customer is aware in no uncertain terms, of the value contributed by the service. This forms the bedrock on which a long-term relationship is founded. There is no greater joy for us than to see business growth facilitated by the value we offer in our services and grow along with our customers. Two of our customer accounts in which we have seen such a relationship blossom are Indosat and Bank Niaga. In both cases, after successfully completing the applications, we have embarked on a longer-term engagement to maintain, support and enhance these applications. It has required us to learn quickly and adapt to new ways of delivering value. We believe that this will be the only sustainable competitive advantage of the future. Therefore, we are committed to relationships and long-term collaborative partnerships. We will be interested in not only building applications, but also managing applications so that our best skills can truly complement a business.