



# Application support and managed services

## Ensure high availability and reliability for your systems and services.

If your IT teams spend more time managing daily application issues than driving strategic initiatives, we have a full suite of managed services and a highly skilled team ready to assist you with:

- Application support and maintenance
- Proactive monitoring and rapid incident resolution
- Cloud financial management (FinOps)

Our comprehensive suite of managed services enable you to minimise downtime, assure high availability and keep your IT teams focused on delivering core business objectives:

- **Keep your applications and systems current** with our experts taking care of your application lifecycle management.
- **Optimise your infrastructure** for high availability and an excellent user experience.
- **Control costs and transfer operational risk** under a managed services agreement.

[Read about Dulux](#)

## Maintain and enhance applications for measurable results



Dulux Group is a leading manufacturer of premium branded products. It has a long-term partnership with NashTech for supporting the transformation of its digital assets, which we migrated to an Umbraco content management system (CMS).

All of Dulux Group's digital assets and websites are consistent and easy to manage, reducing license, hosting and maintenance costs, while enhancing the customer experience and supporting an expanded digital footprint.

<b>24/7</b> <i>monitoring, maintenance and support</i>	<b>13+</b> <i>eCommerce application integrated seamlessly</i>	<b>10+</b> <i>projects in flight at any time</i>
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Hewlett Packard Enterprise (HPE) partnered with NashTech to support a critical web application that was experiencing frequent performance degradation and intermittent downtime. We improved scalability allowing the application to handle a huge increase in user loads, optimised resource utilisation to **reduce infrastructure costs by 30%** and halved incident response times.

<b>200%</b> <i>increase in user loads without performance degradation</i>	<b>40%</b> <i>increase in application response times for an improved user experience</i>	<b>60%</b> <i>reduction in error rates has enhanced application performance</i>
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“ Due to their excellence in this space NashTech now manage the application for us via an application management services agreement.

Markerstudy Distribution specialises in bespoke insurance services to a wide range of high-profile brands. NashTech replaced its outdated systems and now provides support and maintenance for its legacy application suite, which has been enhanced to ensure it remains current.

## Seamless onboarding from assessment to service

We use a combination of formal project methods and service management processes to ensure you experience a seamless transition of your applications into service operations.

Delivery is overseen by dedicated local account management and an offshore delivery team, which provides resources, leveraging both skills and experience to ensure continuity and support for your applications.

Your teams are a crucial, active part of this process, which includes:



## Optimise availability and performance. Save time and money.

NashTech is UK-headquartered, with highly experienced, motivated and qualified teams of software developers based offshore in key locations globally.

Our application management services focus on providing solutions for the maintenance and support of custom-built software developed either by NashTech or software taken under our management and enable you to:

 **Control costs** through ongoing and preventative maintenance.

 **Increase your business resilience** with our expert guidance and support that ensures your applications maintain value, functionality and relevance.

 **Protect against the latest threats** through continuous and proactive updates and patches.

 **Outsource compliance to a trusted partner** so that regulatory measures are applied and your organisation remains aligned with industry standards.

## Your trusted partner for application support and managed services

With expertise in software engineering, quality assurance, API integration, artificial intelligence (AI), cloud architecture, data management and analytics, our experts can support your end-to-end application lifecycle:

- Assure system uptime and high performance through monitoring, tuning and regular updates, resolving issues proactively before they impact users and optimising applications and cloud infrastructure to support increased loads.
- Achieve sustained value and operational excellence. We provide specialists in application and cloud assessments to systematically evaluate and optimise your environment.
- Reduce your maintenance and support costs over time. We have access to exclusive and specialised resources that will help you reduce IT budget spent on maintenance and support.
- Commercially and operationally flexible approach that gives you access to the right skills, experience and capabilities.

[Contact us](#)

**Nash  
Tech.**