



Managed Application Services

TURN TO CM FIRST GROUP FOR APPLICATION MANAGEMENT

CM First's **Managed Application Services** (MAS) for CA 2E and CA Plex help organizations manage, enhance, and maintain custom applications developed in CA 2E and CA Plex. CM First provides full life cycle MAS - we are an extension of your dev team.

A Suite of Rock-Solid Services

Managed Application Services encompass custom application platform services for applications developed in CA 2E/Plex along with native code (COBOL, RPG, Java, C++/C#).

- Integration to packaged applications (Oracle, SAP, Salesforce, Imaging, etc)
- Service desk with incidence management
- Enhancements and customizations, and report development
- Web UX development, REST/API development
- Developer training
- Systems and database administration
- Uplifts to CA 2E/CA Plex and surround technology
- Coordination with Broadcom support as necessary
- Engineering point of contact, with backup
- Maintenance of customer dev environment
- Free use CM EvolveIT for MAS projects
- Our ticketing system, or yours
- Agile/Scrum project management
- IBM i/Windows/Linux cloud hosting available
- CA 2E/CA Plex licensing available

Why Choose CM First

- + **Our people know CA 2E and Plex cold**
Many of our engineers worked at CA Technologies and Broadcom, developing the products and provided professional services.
- + **Our skills span the continuum from legacy to modern** For example we can develop rich web applications in JavaScript, or help you maintain your RPGIII Code.
- + **We have superior tools**
We use CM evolveIT, the only static code analyzer that covers CA Plex and CA 2E, to come up to speed quickly. CM evolveIT provides an instantly comprehensible map to your applications, interfaces and business rules, free of charge.
- + **We have deep CA 2E CA Plex experience**
We have performed hundreds of uplifts to CA 2E and CA Plex.
- + **Expert hands-on management onsite or in the cloud** If desired, we can manage your IBM i, Windows, or Linux dev environments either on-premise or in the cloud with a leading IBM i hosting company (Abacus).

Welcome to Your New Dev Team

Use our support services to augment your existing programming staff, or to fully outsource your application maintenance function. Whether your project is large or small, we have the resources and expertise to customize a talented team of dedicated staff members to guarantee project success.



Worldwide Extended Support Programs

This comprehensive Managed Application Services Plan is available worldwide and covers **operational guidance, software development, version uplift consulting, platform migration, performance tuning, capacity planning, and even informal staff knowledge transfer.**



Work with a Dedicated Representative

As a Managed Application Services customer, whatever your problem or project, your request is handled by a **dedicated CM First staff member who knows and understands your computing environment and your technical staff.**



Larger Development Projects

For projects requiring multiple resources, CM First offers a hybrid onshore/nearshore model to deliver quality code rapidly and at affordable rates. Managed Application Services customers are entitled to special terms. Contact us for details.



Services Supported

CA Plex, and CA 2E along with CM First Products CM WebClient, CM MatchPoint, CM evolveIT and CM M3 are supported, as well as IBM i, DB2, PTC Implementer, Worksoft Certify, Sencha, Smart Bear, Axon. ivy, and others.

> Ready to go?

Send us an email at info@cmfirstgroup.com, or learn more about CM First Managed Application Services at www.cmfirstgroup.com/MAS.

Create a Service Plan That Works for You

Choose from multiple service plan options to create the combination of a monthly program fee and discounted hourly rate-based support that meets your budget.

	Silver	Gold	Platinum
Commitment*	Low	Moderate	Highest
Discount for Onshore Rate**	44%	55%	65%
Discount for Nearshore Rate***	10%	20%	30%
CM evolveIT Customer Seats	1 Seat	2 Seats	Unlimited

* 6 month minimum, 2 months if paid annually ** 15% surcharge for onsite *** Minimum commitment/hours Apply

+ Monthly Basis

Services are USD invoiced and billable on a calendar month basis, for a minimum of six months, billable in full on the first day of the month. Changes in service plan selections are effective on the first day of the month following the 60-day notice period to change plans.

+ Annual Basis

You can choose to contract with us on an annual basis, rather than a monthly basis, with a discount if you pre-pay for the year. If the full annual amount is paid at the time of sign-up, you receive **two free months of service** (you pay 10 months).

Service Plan Selections

You may change service plan selections with a minimum 60-days written notice with no charge if you remain on a selected service plan for a minimum of six months. Nearshore resources are available only to Managed Application Services clients.

This Managed Application Services plan shall auto-renew every month if not specifically terminated in writing within 30 days of the next renewal date.

Non-plan or hourly-only clients receive response coverage on a best effort basis after Plan 1-3 clients' needs are met. **Neither 24-hour coverage or a guaranteed response time are offered to non-plan clients.**

CM First is a global software and professional services company

with a focus on application modernization, custom development of enterprise apps and support of high-performing, agile teams. The company's products and expertise help hundreds of customers in the public and private sectors reach their desired future state faster and more cost-effectively than by using conventional approaches.

Learn more about CM First Managed Application Services at www.cmfirstgroup.com/MAS