



Application Support Solutions

Application Management and Help Desk Services to Maintain, Manage, and Support Critical Applications

Oil & Gas organizations need to focus on ensuring safe, productive, and cost-effective operations, without worrying about the disruption of critical applications and IT services. Your IT Application Management and Help Desk teams are essential for silent-running operations and are your “first line of defense” in supporting business continuity. You must manage your application portfolio to ensure 24x7 availability, maintain service levels, and keep end users at maximum effectiveness.

Application outages and end-user issues impact your IT team’s ability to focus valuable resources on tasks that provide strategic value and maintain the advantage your teams are in place to deliver.

CTG Can Help.

More than 165 CTG Application Support clients have recognized real business value, including:



Reduced Costs



Improved Service Levels



Increased Production



Improved Operational Efficiencies



Effective Workforce Management

CTG’s Application Support Solutions

Designed to maximize the value, efficiency, and cost effectiveness of application management, CTG’s portfolio of services can be delivered in a way that best suits the needs of your organization. Our delivery models range from managed services to staff augmentation, providing flexibility to support clients onshore, offshore, nearshore, remote, onsite, or through blended models. Our onshore remote agent model provides U.S.-based support at a lower cost than traditional dedicated and centralized call centers.



Assessment and Roadmap

Leveraging ITIL® and other industry best practices as benchmarks, CTG delivers a complete Report of Findings and Performance Improvement Roadmap to address operational processes identifying opportunities to improve your support model.



Help Desk (Tier 1/1.5)

Experienced CTG analysts provide improved “first-line-of-defense” incident and request resolution. CTG’s analysts have the experience necessary to improve first call resolution (FCR) and a workforce management tool that decreases average speed of answer and call abandonment. This allows our clients to focus their more senior analysts’ attention on critical projects and optimization efforts.



Application Management (Tier 2 and 3)

Tier 2 and 3 support ensures 24x7 support for some, or all, of your organization’s application portfolio. Whether to optimize your application portfolio, accelerate implementations, focus on critical projects, or provide upgrades—our solutions scale to accommodate your most critical priorities.

Account Management • Service Level Reporting • Quality Management • Workforce Optimization

Why CTG?

CTG's brings more than 50 years of IT services and solutions delivery experience and a 25-year history providing industry-specific solutions across the oil & gas value chain. Our industry experience, experienced analysts, and flexible service delivery collectively result in our client's confidence that they have the proven, reliable partner necessary to improve and sustain quality service.

50
YEARS

More Than 50 Years' Experience

Reliable IT Services and Solutions Since 1966

Meeting our commitments to make technology work for you and deliver real business value. 85% of our 2019 revenue was generated from repeat clients.



175+ Global Support Clients

Experience Matters

An established leader in providing Tier 1/1.5 help desk and Tier 2 application support, completing 540+ support engagements in the U.S. across multiple industries.



900+ Applications Supported

Comprehensive Application Portfolio Support Options

From leading commercial systems to homegrown systems, our analysts have experience providing reliable support.



Experienced Analysts

Knowledge To Do The Job Right— The First Time. Every Time.

- Experience supporting applications critical for oil & gas environment
- Multidisciplinary teams align cross-functional requirements with vendors
- ITIL®, PMI, and application-specific certifications
- Multilingual; seven languages currently supported



Multiple Delivery Models

Versatility to Support Each Clients' Unique Needs

- 24x7
- Remote/virtual or onsite
- Delivery Center
- Offshore/onshore/nearshore
- Managed services
- Fully outsourced
- Blended models



Value-Added Services

Real Value in Every Project

- Legacy data archiving
- Information Management Document Control
- Continuous process improvement
- Service level reporting and dashboards
- CTG private cloud-based services
- Knowledge transfer and training
- Testing
- Automation
- Business process re-engineering
- Collaboration tools
- Integration

Visit ctg.com to learn more about

CTG's Award-Winning Application Support Services

Helping clients decrease application support costs, increase ROI, and maintain their organization's advantage.



IN THEIR WORDS

"CTG has proven that they have a true understanding of our company and needs as we took on a strategic investment to insource business back into our headquarters office as part of a larger customer experience improvement initiative. They were an integral partner in helping us find the right talent and deliver to our performance and cost savings goals. Lenovo is dedicated to delivering quality products and services, and working closely with CTG has enabled us to consistently do so."

— Shannon Sigmon, Senior Manager, Worldwide Customer Experience, Lenovo

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CTG (NASDAQ: CTG) has established a reputation for responsiveness and reliability—traits that our clients say set us apart—since our founding in 1966. Today, we provide comprehensive information, technology, and business solutions that address critical challenges for clients in high-growth industries in North America and Western Europe. Backed by a proven track record of reliable delivery, CTG fosters long-term client relationships and trust, which allows us to develop strategic insights that maximize client investments in solutions and competitive advantage. CTG has operations in North America, Western Europe, and India and regularly posts news and important information online at www.ctg.com.

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