



Service: Business Process Engineering    Industry: Energy    Engagement: Platform Strategy Assessment

## Amentra Helps Large Energy Company Successfully Outsource a Mission Critical E-Commerce Web Application

### AFTER AMENTRA

- Client has a clear understanding of industry standards related to Application Hosting pricing, Service Level Agreements, Service Level Enforcement and Rebates
- Client feels comfortable during pricing and service level negotiation process
- Client is able to resolve issues during negotiations and complete its migration to a completely outsourced hosting model

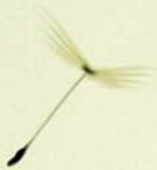
### *CLIENT CONFIDENTLY PROCEEDS WITH PRICING AND NEGOTIATION FOR OUTSOURCED SYSTEM*

### BEFORE AMENTRA

A large energy company was looking to outsource the hosting of its mission critical e-commerce web application and backend infrastructure. The company was negotiating pricing and service level requirements but was not familiar with industry standard Application Hosting practices. The company was uncomfortable with its options during the negotiation process and major roadblocks were keeping them from moving forward with the vision of moving to a fully outsourced Application Hosting model.

### EVOLUTION OF THE BUSINESS PROCESS

The large energy company had been maintaining its own mission critical e-commerce application and backend infrastructure. The company has little IT staff or expertise. The company was looking to partner with an Application Hosting Provider and spent many weeks discussing pricing, service level and availability requirements and appropriate rebate structures and reporting. The company asked Amentra to provide specific information on industry standard best practices in these areas and provide them with a thorough understanding of these topics so that decisions could be finalized.



## **APPLIED TECHNOLOGIES AND EXPERTISE**

Amentra used its expertise in the Application Hosting sector to perform a study of best practices in the industry. During the assessment, Amentra interviewed the industry leaders and documented standard pricing models and service level requirements. Common service level adherence alerting and reporting methods were discussed and standard rebate guidelines were explained. Amentra presented its findings and assisted the company in successfully completing its contract negotiations with the Application Hosting Provider.

**To find out how Amentra can help you please call 804.355.9360 or visit [www.amentra.com](http://www.amentra.com)**

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