

# Web & Mobile Application Services



## Modern Digital Experiences for Customers & Teams

Modern organisations require secure, reliable, and scalable web and mobile applications to improve service delivery, user experience, and business productivity.

**ACS designs and delivers web and mobile applications** that integrate seamlessly with enterprise systems while maintaining high performance and strong governance.



## OUR CORE SUPPORT SERVICES

### Web & Mobile Application Development

- UX/UI design, wireframes & prototypes
- Web portal and dashboard development
- Mobile application development
- Workflow automation apps and self-service platforms
- Integration with ERP / CRM / ITSM / data platforms

### Application Support Services

- Incident and defect resolution
- Enhancements & release management
- Performance optimisation and monitoring
- SLA-driven service desk support models

### Advanced Technical & Specialist Support

- Secure API integration and connectors
- CI/CD automation and release pipelines
- Security testing, performance testing, accessibility validation
- Cloud hosting, monitoring and optimisation support



## Benefits & Value Proposition

- Faster service delivery through digital workflows
- Improved user experience with modern UX design
- Increased adoption through responsive multi-device access
- Reduced admin time via automation and self-service
- Scalable platforms ready for future enhancements

## Tiles

### Governance:

Agile delivery, documentation, measurable SLAs

### Security & Compliance:

Secure development, GDPR-aligned practices

### Expertise:

Cross-functional team (UX + Dev + QA + Integration)

### Continuous Improvement:

Enhancement backlog, monitoring, performance tuning

### Key metrics:

Improved adoption • faster delivery • reduced manual effort

## Why Organisations Choose ACS

- Strong UX-led approach + enterprise integration capability
- Agile sprint delivery and rapid prototyping
- Support models from build → run
- Scalable onshore / offshore delivery

## Our Delivery Model

- Discovery → UX → Build → Test → Deploy
- Managed support and continuous optimisation

## Industries We Serve

**Public Sector • Healthcare • Retail • Logistics • Finance • Technology Firms**

