



Application Managed Services



1. Overview

FPT Application Managed Services (AMS) provides structured, end-to-end support for business-critical applications operating in live-cloud environments. This service focuses on stability, performance, security, and continuous improvement, enabling organisations to operate, enhance, and modernise applications while reducing operational risk.

AMS is delivered using a flexible, outcome-oriented model and tailored at call-off to align with application criticality, service maturity and organisational priorities

2. About FPT

FPT is a global technology services provider with extensive experience delivering application development, managed services and cloud-enabled solutions for large, complex organisations. With a scalable global delivery model and strong engineering capability across modern application, data and cloud technologies, FPT supports the operation, enhancement and modernisation of business-critical systems. FPT combines structured service management, automation-led delivery and flexible resourcing models to support long-term application stability, continuous improvement and transformation objectives.

3. AMS Service Scope

FPT AMS covers the full application lifecycle, including:

Run & Operate

- Incident, problem, and request management
- Application monitoring, alerting, and operational support
- Availability, performance and capacity management
- 24x7 production support where required

Enhance & Optimise

- Minor enhancements, upgrades and hotfixes
- Performance optimisation and stability improvements
- Preventive maintenance and technical debt remediation
- Release and deployment support

Modernise & Transform

- Incremental application modernisation

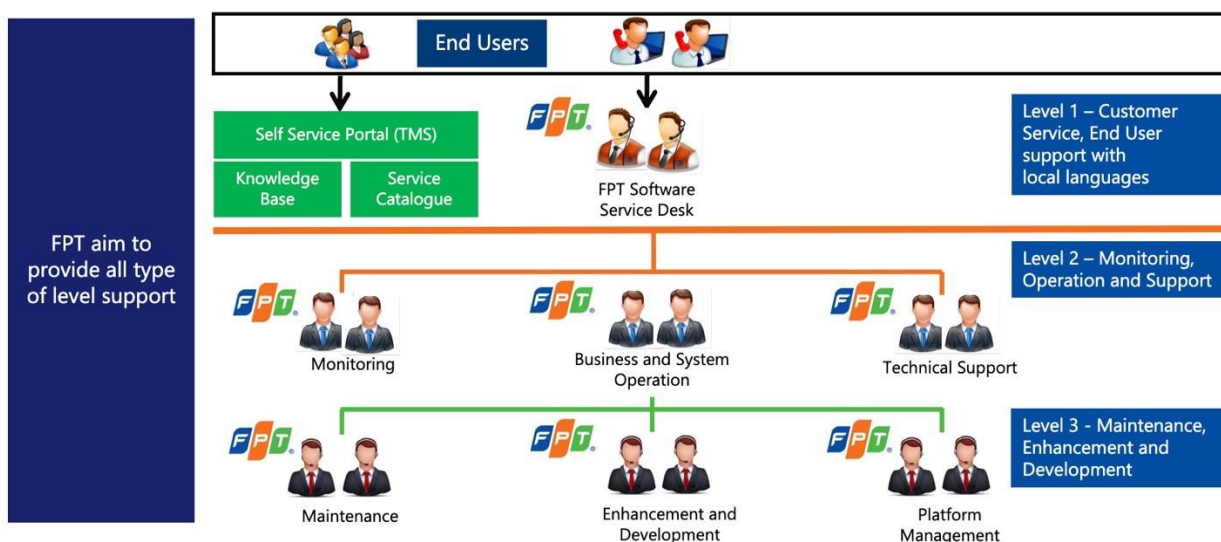
- Cloud optimisation and re-platforming support
- Integration and API enhancement
- Transition from legacy to cloud-native architectures

Assure & Govern

- Service reporting, SLA tracking and continuous improvement
- Root cause analysis and corrective action planning
- Security, compliance and audit support

4. Support Model

FPT delivers AMS using a structured. multi-level support model:



Support hours, service levels and escalation paths are agreed at call-off, with options to extended hours or 24x7 coverage.

5. Delivery & Operating Model

FPT AMS is delivered using a blended onshore, nearshore and offshore model, enabling cost efficiency while maintaining service quality and responsiveness. Key Characteristics:

- Dedicated service delivery management and governance
- Best-shore resource allocation aligned to time zones and service needs
- English-fluent global delivery teams
- Structured shift-handover and knowledge retention practices

Delivery models can be centralised or decentralised depending on buyer preference and application landscape complexity

6. Transition & Onboarding

FPT follows a structured transition approach to minimise risk and ensure continuity:

Application and service assessment

- Knowledge acquisition and documentation review
- Transition planning and service readiness validation
- Parallel run and stabilisation
- Full-service ownership and optimisation
-

This approach is designed to support takeover from incumbent vendors, including environments with limited or incomplete documentation

6. Tools & Automation

AMS delivery is supported by industry-standard and buyer-preferred tooling including:

- ITSM and ticketing platforms
- Monitoring and observability tools
- CI/CD and automation pipelines
- AIOps and telemetry where appropriate

Automation is applied progressively to reduce manual effort, improve stability and support cost optimisation .

7. Value to Buyers

FPT AMS helps organisations to:

- Improve application stability and availability
- Reduce operational disruption and incident resolution times
- Lower application support and maintenance costs
- Maintain service continuity during transformation
- Enable predictable, scalable and well-governed application operations
- Free internal teams to focus on strategic priorities.



THANK YOU

Tracy Tran

Business Development Manager

Email: huongTL4@fpt.com