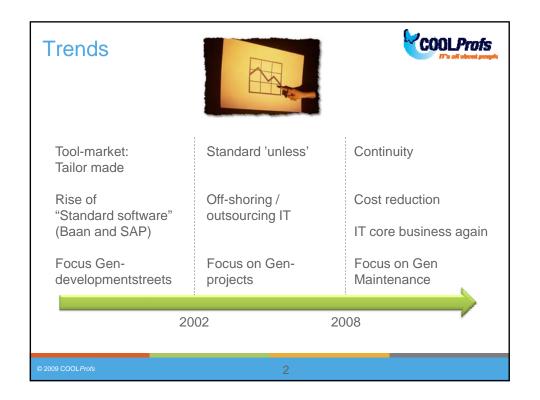**COOL*Profs***
IT's all about people

Advantages of Outsourcing your Gen Application Maintenance

12 October 2009

Madelon Dik-Peek, Account Manager Maintenance

Peter van Munster, Teamleader Gen Maintenance at Delta Lloyd

Amsterdam, EDGE 2009

Trends

COOL*Profs*
IT's all about people

Tool-market: Tailor made	Standard 'unless'	Continuity
Rise of "Standard software" (Baan and SAP)	Off-shoring / outsourcing IT	Cost reduction
		IT core business again
Focus Gen-developmentstreets	Focus on Gen-projects	Focus on Gen Maintenance

2002   2008

2

Market situation Gen 2009

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- Gen applications stable and reliable
- Continuation is a must
- Rebuilding no option
- Low TCO
- Knowledge of Gen reduces

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Gen market NL 2009

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- 14 organizations actively using Gen
- > 200 Gen-systems
- Approx. 386 Gen-developers
- 5 mainframe, 9 Unix, 7 browser based implementations
- 11 organizations migrated to Gen R7.6

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Continuity Gen Maintenance

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- Outsourcing
  - High-quality knowledge required
  - Centralization of maintenance
  - Flexibility in capacity
  - Low costs
  - Team responsibility

- Partnership is tailor made
- Base for future expansion

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Conclusion Gen Maintenance

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- Continuity

- Base for future expansion

- Team commitment

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6