

Keep Operations Running. Drive Smarter Decisions.

Our Application Management Services (AMS) ensure your EAM environment stays efficient, secure, and ready for what's next.



Why Choose HxGN EAM AMS

- Application Support from Experienced and Certified Resources
- Continuous Improvement
- Optimised Performance
- Business-Aligned Innovation
- Secure & Scalable

Our Services at a Glance



1. Application Support & Management

- Rapid incident resolution and root-cause prevention
- Holistic support for updates, configurations, integrations, and user requests
- Flexible, scalable support models tailored to your operations



2. Continuous Improvement & Innovation

- Regular system enhancements, dashboards, and reports as your organisation evolves
- Dedicated advisory services and platform roadmap guidance
- Predictive monitoring to prevent potential disruptions



3. Governance & Security

- End-to-end service management, KPIs, and operational transparency
- Patch/Upgrade impact and risk assessment for your specific configuration
- Role-based access, preventative security measures, and data integrity



1. What is HxGN EAM AMS?

A comprehensive lifecycle management service that ensures your EAM platform operates smoothly, securely, and efficiently - from daily operations to strategic evolution.

2. How can AMS help reduce system downtime?

Through proactive monitoring, rapid incident management, and root-cause analysis, preventing recurring issues and keeping your operations stable.

3. Will updates and upgrades disrupt my operations?

No. Updates, upgrades, and patches are impact assessed with compatibility testing, validation, and monitoring to ensure seamless integration.

4. How does AMS drive continuous improvement and innovation?

Through small, frequent enhancements, predictive monitoring, advisory services, and platform roadmap guidance to support strategic goals.

5. Can AMS be customised to my industry or business processes?

Yes. Services are tailored to meet your industry requirements, regulatory standards, operational workflows, and integration needs.

6. How do you manage configuration change in a controlled and safe manner?

With a defined change process based on risk, all changes go through our internal Change Advisory Board, reviewed and approved by experienced solution advisors.

7. What value does AMS bring beyond technical support?

AMS improves operational efficiency, enhances user experience, provides actionable insights, and helps prioritise innovation initiatives.

8. Why choose NTT DATA Business Solutions for HxGN EAM?

With 20+ years of global expertise, we provide end-to-end support, innovation guidance, and future-ready IT solutions tailored to your business.

Find out more on our Application Support, Continuous Improvement, Governance, Security, and Innovation services.

Ready to optimise your EAM environment?

Contact our experts today to discover tailored solutions that streamline operations, reduce risk, and unlock innovation across your organisation.

About NTT DATA Business Solutions

Digital transformation helps companies reach their full potential by ensuring the underlying technologies work seamlessly for their people. We design, implement, manage, and continuously enhance solutions to make them work for companies and their employees.