

NashTech Application Maintenance and Support (AMS)

Nash
Tech.



Why clients choose NashTech AMS

Most application support providers focus on keeping systems running.

NashTech combines application support, engineering expertise and continuous improvement to help organisations reduce operational risk, improve performance and extend the value of their application estate, whether we built it or inherited it from another provider.



Control costs

A single fixed monthly fee with full transparency, no hidden charges



Close the skills gap

Our engineers step in where in-house knowledge has moved on



Stay secure and compliant

Proactive patching, monitoring and compliance-ready reporting



Get better, not just fixed

Built-in capacity for small enhancements and continuous improvement



Reduce risk

Structured, SLA-backed support with clear priorities and fast response time

Trusted to run
business-critical applications

5

Global delivery centres

2,000+

Engineering experts

26+ yrs

Engineering track record

A flexible way to get started



Application continuity

For applications NashTech built - the same engineers who built it simply carry on supporting it. No handover, no knowledge loss and support can start from day one.



Structured knowledge transfer

For applications built elsewhere - we run a structured, well-governed transition (typically 4-8 weeks) to get fully up to speed before taking on full support.

What the service covers

Whether NashTech built your application or you're bringing us in to take over support of an existing system, the destination is the same: one proven support model, one set of service tiers, one clear set of service standards.



Protect business continuity

Structured onboarding, knowledge capture and support processes ensure critical applications remain stable and supportable.



Improve performance over time

Built-in enhancement capacity ensures applications continue evolving alongside business requirements.



Environment support

Configuration, environment readiness and monitoring to keep everything running reliably behind the scenes.



Reduce operational risk

Proactive monitoring, patching and governance help prevent issues before they impact users.



Safe releases

Careful management of production releases with hands-on support immediately after go-live.



Clear reporting

Regular performance reports, service reviews and an agreed plan for ongoing improvement.

A tier to match your needs

	Foundation	Assure	Transform	Bespoke
Best for	1 – 3 stable apps	3 – 10 apps, mixed criticality	5 – 15 business -critical apps	20+ apps, complex estates
Approach	Responsive support with formal SLAs	Reactive support plus proactive prevention	Proactive-led, business-critical continuity	A service designed entirely around you
Guide price	From \$4,500/mo	From \$8,500/mo	From \$14,500/mo	On request

When to rethink your AMS support

- Key developers or SMEs have left the business
- Legacy systems are creating operational risk
- Internal teams are focused on transformation initiatives
- Support costs are becoming unpredictable
- Current providers are reactive rather than proactive

Let's talk

We'll start with a short discovery workshop to understand your application estate and support needs, then recommend the right tier and give you an indicative cost, no obligation, no pressure.

Speak to your NashTech Account Manager to arrange a discovery workshop and see how we can help.

