



Application Support Outsourcing

Application Support Outsourcing

Tools/Products

Application Knowledge Capture (Computer Aid)

CAI's Application Knowledge Capture (AKC) process identifies and creates critical application knowledge content. The AKC process systematically gathers existing information from various resources. The captured information is stored into standardized knowledge templates for instant recall.

Brochure

Tracer® (Computer Aid)

Tracer is the nucleus for managing all aspects of application development and support processes from requirements gathering through ongoing production support. The tool focuses on the day-to-day activities of programmers, team leaders and managers. Tracer manages programmer activities by prioritizing tasks, enforcing a standard repeatable process and measuring work effort. Standard estimating ensures quantitative resource control and reliable delivery dates. Organization management is enabled through systemic data collection and the comprehensive analysis of metrics and reports.

Brochure