



## Arvato Systems Kony Cloud

### Enterprise mobility, boosting your success

The digital transformation is the greatest challenge that has been faced for decades. Only when companies digitalize and mobilize their business processes do they stand a chance of achieving a successful future. Alongside an interdepartmental strategy, this also requires that IT-specific prerequisites are fulfilled. Highly efficient, user-friendly enterprise apps are a good starting point when it comes to digitalization. Because their development, production and administration is highly complex, the use of a central Mobility Enterprise Application Platform (MEAP), such as the Kony Mobility Platform, is recommended.

#### Kony Mobility Platform

The MEAP by Kony is based on open standards and can be easily integrated into the existing IT landscape – taking into account security and governance specifications. The mobile platform supports the entire development cycle of native and cross-platform apps: from design and visualization to administration – regardless of the operating system or device.

#### Three components – one objective

The Kony Mobility Platform consists of three components:

- The **Kony Visualizer** is an integrated, intuitive, high-performance and cloud-based tool suite for the development and design of native apps based on WYSIWYM technologies (What You See Is What You Mean). The mobile applications for all operating systems, smartphones, tablets, wearables and desktops are based on a single code base.

#### Your benefits



- The Kony Mobility Platform enables efficient processes: from app development and design to backend integration, distribution and operation.
- Because we host the Kony Mobility Platform in our own data processing centers and provide it within the scope of the SaaS model, you benefit from maximum performance, flexibility and data security.
- As the exclusive operator of the Kony MobileFabric Cloud, we are certified Kony partners and employ appropriately certified experts.
- We have long-term experience in the operation and provision of support for complex, business-relevant application environments.
- Our application management combines process competence with in-depth expertise regarding applications and the technologies used.





- As an enterprise platform, the **Kony Visualizer Enterprise** enables the rapid development and implementation of native, hybrid and web-based apps with open JavaScript technologies.
- The **Kony MobileFabric** refers to open mobile infrastructure services which can be easily integrated into the required backend systems and that support all relevant processes. Modular, pre-assembled components and services enable the fast and flexible development of tailored enterprise apps. Special methods for identification and client authentication ensure the necessary security for the backend and the mobile applications.

## Development, integration, operation and support from a single source

With our „Arvato Systems Kony Cloud“ range, we offer a unique combination: you benefit from our process expertise in compliance with ITIL v3 – all of our service employees are ITIL-certified – and from our comprehensive experience working with enterprise apps and with the Kony Mobility Platform. In addition to app design and development, our services also include the operation of apps and MEAP as well as the provision of support in accordance with our Service Level Agreement (SLA). Because we provide the „Arvato Systems Kony Cloud“ in accordance with the Software-as-a-Service model (SaaS) in a secure and highly available manner, you enjoy the highest level of flexibility with regard to performance and cost.

## Mobile App Management on Kony Cloud

The service management, support and IT services components are an important part of the Arvato Systems Kony Cloud, and all fall within the scope of „Mobile App Management on Kony Cloud“.

- Service management: a dedicated service manager oversees the development and backend integration of the enterprise apps and monitors these throughout the entire life cycle. As experienced experts when it comes to working with the Kony Mobility Platform we have comprehensive expert knowledge regarding business apps and process management.
- Support: for key users and for 2nd level support, one of our experts will be available as a personal contact partner (Single Point of Contact) to process support and service requests, error messages and matters forwarded by 1st level support.
- IT services: our IT Service Management includes the following service processes: prompt response to queries, reliable error management, professional handling of any difficulties and optional support in the area of change management.

## The most important information at a glance

### Service transition

- Service design in accordance with ITIL v3
- Technology and process design for the applications to be executed
- Definition of the support organization (incl. Service Delivery Manager, Service Desk, contact details and input channels)
- Definition of governance (incl. meeting structures, reporting, escalation channels, processes and instances)

### Implementation

- Technical installation and configuration
- Setup of defined support processes for MS, (incl. 2nd-level service desk, web-based access to the documentation and ticketing system for MS)
- Setup Event Management and application-specific monitoring
- Transfer and documentation of expertise
- Training and documentation for 1st-level support with MS and 2nd-level support with Arvato Systems
- Quality assurance for the implemented processes and documentation

### Service operation and application management

- Operation and application management of the Kony MobileFabric products and other components of the MEAP environment
- Fulfillment of functional and non-functional requirements for the MEAP environment based on ITIL processes
- Provision of a qualified 2nd-level service desk (incl. documentation and ticketing)
- App management: processing of incidents within the app, e.g. in case of missing content or disrupted use (optional)
- Implementation and operation of extended app monitoring in addition to the monitoring of the Kony platform (optional)

You have questions, need information or a contact?  
Get in touch with us.

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As global next generation IT systems integrator Arvato Systems focuses on „Digital Transformation Solutions“. We use the technology talent and expertise of over 3,000 people at more than 25 sites throughout the world. Being a part of the Arvato network and belonging to Bertelsmann, we have the unique capability to create entire value chains. Arvato Systems offers an exceptional combination of international IT engineering excellence, the open mindset of a global player, and the dedication of employees. We also ensure that all our customer relationships are as personally rewarding and long-lasting as they are successful.

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