

Competence Center

Application Support

In the Competence Center Application Support, targens combines its specialist knowledge and expertise to support customer applications as Outtasking (Run) and to maintain and further develop the applications (Change).

The focus is on targens' goal of giving its customers comprehensive flexibility when deploying their internal experts in new domains, with targens experts taking responsibility for the support of existing banking applications:

We focus on the areas of bank management, such as regulatory reporting, accounting (HGB/IRFS), controlling and securities processing. targens also has competent specialists for other domains and applications such as market data supply or collateral management and technical system support and offers these specialists for application support.

The core of targens' application support in Run-Mode is the professional 2nd/3rd level incident management for processing troubleshooting tickets and fault elimination on the basis of agreed Service Level Agreements (SLA).

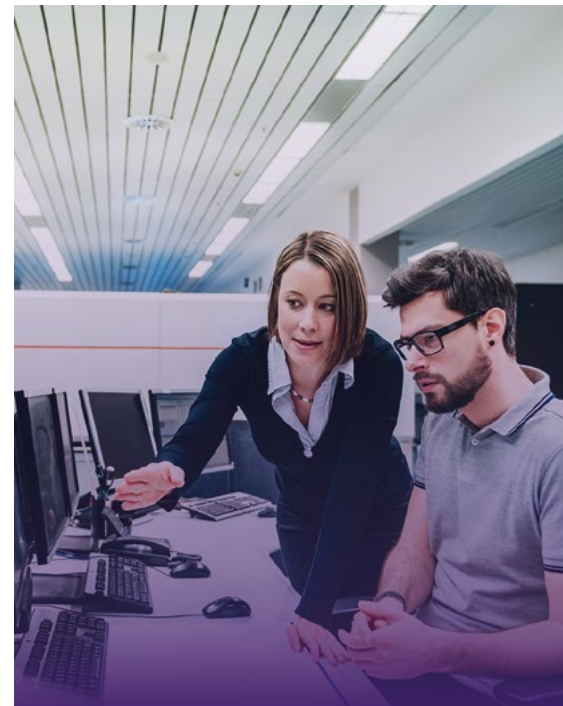
The applications managed by targens are also maintained during change (system maintenance, error corrections) and further developed within the planned life cycle (adaptation).

For customisations as part of the change, targens offers a comprehensive consulting solution on

- » **Technical processes**
- » **Data models**
- » **Application architectures**

creation of technical concepts, test design, test management, test execution and application documentation as well as implementation and application development in relevant technical environments such as Java with Oracle on Unix, z/OS with DB2 and COBOL, SAS and ab initio.

As an expert consultancy for banking, compliance and digital innovation, targens is the leading provider of consulting and software solutions. Based in Germany, Austria and Switzerland, the company has 30 years of experience in the development of internationally proven compliance services for financial institutions with futuristic and disruptive technologies. Using artificial intelligence and blockchain technology to create innovative products that provide the highest possible value to our clients. With its consulting portfolio, targens supports clients in their banking and corporate management, trading activities and the safeguarding of business processes.



You have questions or
want more information?
Then get in touch with us!



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