

iSeries Managed Services

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At 365SupportDesk we understand the importance that your iSeries (AS/400) server availability has on your business. We have a series of Managed Services that guarantee your iSeries server is pro-actively managed to ensure any issues are addressed immediately and where possible eliminated altogether. 365SupportDesk provides this service 24/7/365, leaving you free to manage your core business.

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In order for you to keep ahead of your competition, you need IT services that run your business at maximum efficiency. Your time should be spent on the development of IT as a business strategy and less time on the day-to-day issues you are forced to commit to. BPOMS Mid-range Server Management Services are designed to relieve you of the everyday pressures of keeping your systems up and running. They also allow you to improve the service to your end-users while keeping control of costs.

365SupportDesk can offer you a solution which:

- Eliminates the risk of outside factors impacting your iSeries
- Gives you access to iSeries specialists when you need them
- Tailor our services to your requirements
- Relinquishes your IT staff from iSeries support tasks

Hosted & Managed in Our Data Center—365SupportDesk will house your iSeries server(s) in our state-of-the-art data center with 24/7/365 security monitoring, redundant power, communications and environmental controls.

In addition to any regular system tasks, which can be covered within a service level agreement, continuous server monitoring with alerts and an expert support team ensures

the prevention of problems before they impact your systems and more importantly your user community.

Remote Management— For those customers who do not wish to move their servers but want to take advantage of 365SupportDesk's resources and expertise, we provide a Remote Server Management option. Your iSeries server remains on your own site but is managed by 365SupportDesk staff from our central operations center.

Service Level Agreement (SLA) - 365SupportDesk's iSeries Managed Service provides the optimum level of support for your business and will relinquish your staff from any day-to-day support issues. Our services can be customized and tailored to a Service Level Agreement (SLA) specific to each customer's requirements.



iSeries Managed Services

- Data Center Managed Services
- Remote Server Management
- 24/7/365 Operational Services
- System Monitoring and Troubleshooting
- Problem Management
- Configuration Management
- Backup and Restore
- User Administration
- Job Scheduling
- OS Administration
- Communications Monitoring
- Technical Support Services
- System Tuning
- Performance Monitoring
- Security Management
- Upgrades and Capacity Planning
- Disaster Recovery Testing
- Disaster Recovery & High Availability