

IBM AIX MANAGED SERVICES:

- REMOTE MONITORING
- REMOTE ADMINISTRATION
- MANAGED HOSTING

Reduce Your IBM AIX (pSeries) Operating Costs & Get Higher Uptime.

Let Connectria Help Run Your IBM AIX (pSeries) Environment.



AT CONNECTRIA, WE KNOW OUR WAY AROUND AN IBM AIX.

Since 1998, Connectria has hosted IBM AIX (pSeries) environments around the globe, delivering superior managed services from our world-class data centers and 24/7 remote monitoring centers located in North America.



Typical events that drive companies to hire Connectria include:

- **Major Downtime Event:**

A significant outage occurs, and you realize you need 24/7 monitoring of your environment but don't have the staff or capabilities to do so.

- **Need A Better Service Provider:**

You've outsourced some or all IBM AIX operating functions to another service provider and are experiencing slow, unresponsive support, high costs or both.

- **Merger, Acquisition or Consolidation:**

A sale, purchase or consolidation of a company, subsidiary, division or business unit occurs. You've either inherited an unfamiliar IBM AIX or you've lost the resources to managed them.

- **Admin Just Left:**

Your system administrator(s) leaves for whatever reason, and you no longer have the staff to manage your IBM AIX.

- **Need To Reduce Expenses:**

You can no longer invest capital or operating resources into your IBM AIX environment. Outsourcing server resources, data center space and systems administration can be done more efficiently and cost-effectively. These services may also be bundled and shifted from your capital budget to your operating budget.

For each of these, our IBM AIX Managed Services are an attractive and affordable option that can be quickly implemented, often within days.



Connectria is an IBM Global Services Subcontractor, Business Partner, PartnerWorld Beacon Award Winner and Large User Group (LUG) member.

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Comparison of Connectria's IBM AIX Managed Services:	Remote Monitoring	Remote Admin	Managed Hosting
PROJECT MANAGEMENT SERVICES	Included	Included	Included
INITIAL INSTALLATION SERVICES			
Install & Configure Monitoring & Management Software	Included	Included	Included
Dedicated Firewall and VPN	Included	Included	Included
Secure Internet Connectivity (via VPN)	Included	Included	Included
Implement Private Network Connectivity to Customer	Optional	Optional	Optional
Install and configure backup agents and backup scripts		Included	Included
Install and configure batch job monitoring software		Included	Included
Perform functional testing of the managed environment		Included	Included
24/7 AIX REMOTE MONITORING SERVICES			
Extensive Customer Care			
Dedicated Account Management	Included	Included	Included
Dedicated Support Team	Included	Included	Included
Primary and Secondary Engineers		Included	Included
Senior Management Interface	Included	Included	Included
Customized Status Meeting Schedules	Included	Included	Included
Consistent Flat Rate Monthly Invoicing	Included	Included	Included
Advanced Online Customer Support Interface	Included	Included	Included
Project Engineering	Included	Included	Included
Remote Monitoring			
IBM AIX Monitoring	Included	Included	Included
Event Monitoring	Included	Included	Included
Custom Process & Application Monitoring	Included	Included	Included
Disk and File Systems	Included	Included	Included
Performance (CPU, Memory, Response Times)	Included	Included	Included
Cache Battery Monitoring	Included	Included	Included
Automated Alert System	Included	Included	Included
AIX Custom Escalation Procedures	Included	Included	Included

Comparison of Connectria's IBM AIX Managed Services:	Remote Monitoring	Remote Admin	Managed Hosting
REMOTE ADMINISTRATION			
AIX Tier 3 Remote Systems Admin Services			
OPERATIONAL SUPPORT			
IBM AIX System Administration (per request basis)		Optional	Optional
IBM Vendor Management		Optional	Optional
AIX Performance Tuning		Optional	Optional
AIX Capacity Monitoring		Optional	Optional
AIX Storage Management		Optional	Optional
24/7 AIX Remote Systems Admin Services			
OPERATIONAL SUPPORT			
Unlimited Administration, Troubleshooting & Support		Included	Included
Configure and manage system services		Included	Included
Configure and manage LPAR & O/S level security		Included	Included
Create and maintain file systems, directories and log files		Included	Included
Managed dedicated Firewall and VPN tunnel to Customer		Included	Included
System Admin. support for application installs & upgrades		Included	Included
Custom job restarts & custom application procedures		Included	Included
Managed hardware replacement		Included	Included
"One Neck in the Noose" Customer Environment Support		Included	Included
Comprehensive IBM AIX System Administration		Included	Included
IBM AIX Custom Batch Job Processing		Included	Included
Vendor Management		Included	Included
IBM Vendor Management		Included	Included
Proactive IBM AIX Performance Tuning		Included	Included
Capacity Monitoring		Included	Included
Storage Management		Included	Included

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CHANGE MANAGEMENT			
IBM AIX Hardware, Firmware & O/S Change Management		Included	Included
Apply O/S patches and install new O/S versions		Included	Included
Custom Maintenance Windows		Included	Included
Managed Change Requests		Included	Included
Managed Roll-back & Recovery		Included	Included
NETWORK & SECURITY SERVICES			
Firewalls & VPNs		Included	Included
AIX Advanced Server Hardening		Included	Included
AIX Managed Server Virus Protection		Included	Included
AIX Managed O/S Security Patches & Updates		Included	Included
DATA BACKUP & RECOVERY			
Data Backup Monitoring		Included	Included
Backup Schedules		Included	Included
Offsite Tape Rotations & Retention		Included	Included
Backup Supplies		Included	Included
ENTERPRISE-CLASS INFRASTRUCTURE			
24/7 Network Operations Center	Included	Included	Included
Advanced Monitoring Software	Included	Included	Included
Redundant Tier-1 Internet Connectivity	Included	Included	Included
Private Network Connectivity (MPLS, Frame Relay, Others)	Optional	Optional	Optional
World-Class N+1 Data Center			Included
Provide IBM AIX Hardware, O/S & System Software			Included

** Setup fees may vary based upon the number of items to be monitored/managed.*



Learn more

If you'd like to learn more about Connectria's IBM AIX Managed Services or to receive a detailed quote, please contact us. Our Pre-Sales Engineers are available 7 days a week to assist you with an AIX Managed Service solution that best meets your needs. We'll be happy to provide you a detailed quote within your timeframe.

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