

IBM SYSTEM i MANAGED SERVICES:

- REMOTE MONITORING
- REMOTE ADMINISTRATION
- MANAGED HOSTING

Reduce Your IBM i (iSeries) Operating Costs & Get Higher Uptime.

Let Connectria Help Run Your IBM i (iSeries) Environment.



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

Connectria has supported hundreds of IBM i (iSeries) environments around the globe since 1998, 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 i 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 i 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 i.

- **Need To Reduce Expenses:**

You can no longer invest capital or operating resources into your IBM i 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 i 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 i Managed Services:	Remote Monitoring	Remote Admin	Managed Hosting
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Account Management and Support			
Dedicated Account Manager	Included	Included	Included
Flat-rate monthly pricing with no overage charges	Included	Included	Included
Primary and Secondary Engineers		Included	Included
Installation and Implementation Services			
Project Manager assigned to manage your implementation	Included	Included	Included
Install & configure monitoring & management software	Included	Included	Included
Dedicated Firewall	Included	Included	Included
Secure Internet Connectivity (via VPN)	Included	Included	Included
Implement Private Network Connectivity to Customer	Optional	Optional	Optional
Install & configure backup agents and backup scripts		Included	Included
Install & configure batch job monitoring software		Included	Included
Perform functional testing of the managed environment		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			Optional
Provide IBM i Hardware, O/S & System Software			Included
Comprehensive Monitoring			
Message identifiers in any message queue	Included	Included	Included
Event Monitoring	Included	Included	Included
Applications (Queues, MQ Series, BRMS)	Included	Included	Included
Disk (Thresholds, iASP, Temp Storage)	Included	Included	Included
Performance (CPU, Memory, Transactions, Response Times)	Included	Included	Included
Job Monitoring (Job Status, Run time exceeded)	Included	Included	Included
Cache Battery Monitoring	Included	Included	Included
Automated Alerts	Included	Included	Included
Custom escalation procedures for each monitored item	Included	Included	Included
Proactive capacity monitoring		Included	Included

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System Administration, Troubleshooting & Support			
Comprehensive, un-metered systems administration		Included	Included
Operating System installs, updates & patches (PTFs)		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 & log files		Included	Included
Manage dedicated Firewall and VPN tunnel to Customer		Included	Included
Sys. Admin. support for application installs & upgrades		Included	Included
Custom job restarts & custom application procedures		Included	Included
Manage hardware replacement		Included	Included
Proactive IBM i performance tuning		Included	Included
Perform data backups on agreed upon schedule		Included	Included
24/7 IBM i Technical Support		Included	Included
24/7 Onsite IBM i Technician		Included	Included
Offsite Tape Rotations & Retention		Included	Included
Change Management			
Implement new hardware & firmware		Included	Included
Apply O/S patches (PTFs) and install new O/S versions		Included	Included
Adhere to Customer-approved change management windows		Included	Included
Perform roll-back and recovery procedures as directed		Included	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 i 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 IBM i 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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