

# Connectria's IBM i Hosting Resume

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10845 Olive Blvd., Suite 300 St. Louis, MO 63141 | 314-587-7000 | info@connectria.com

## Objective

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Become an extension of your IT department by managing your IBM i systems with higher uptime and lower operating expenses all at a fraction of the cost of managing them on your own.

## Experience

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### IBM i Remote Management and Administration | Since 1999

- Manages IBM i Infrastructure in our data centers as well client data centers.
- Manages more Power Systems environments (Over 500) than anyone outside of IBM
  - First client in 1998, Deutsche Bank, one of the world's largest financial institutions
- Exceptional strength in IBM i Cloud Solutions from Connectria
- Fortune 500 and small shops, no environment too big or too small
- Perfectly sized: Large enough to have extensive depth & talent. Small enough to be extremely responsive
- Engineers' average tenure is 13+ years
- Enthusiastic about and highly experienced in Disaster Recovery
- Recognized as a 4x Beacon Award Winner



## Skills & Abilities

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### Remote Monitoring & Administration

- Manages **over 350 IBM i environments**
- **Works 24/7 with 0 sick days... ever**
- Operates a world-class monitoring & systems administration center
- Provides problem determination, problem resolution, vendor management, change management, PTF management
- Performs O/S upgrades, backups, restores, batch jobs, and daily maintenance of the environment
- Maintains higher uptime and reliability at reduced support costs
- Possesses industry-leading skills in supporting IBM i environments for clients worldwide

### Compliance and Security

- Successfully undergoes independent 3rd party HIPAA assessments to demonstrate **100% HIPAA compliance**
- Provides Managed Hosting Services that comply with **PCI data security standards**
- Certified **SSAE 16 Type II**

## Awards & Certifications

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- **IBM Beacon Award** winner (4x) – Latest win for HIPAA Environment based on the Flex System
- IBM Advanced Business Partner
- Awarded HostReview's **Best Cloud Computing Provider**
- Named **5x Inc. 500/5000** List of **fastest growing private companies** in America
- Consistently named a Best Place to Work (including **6x Top Workplace** and **5x Computerworld Best Place to Work in IT**). Best places to work = happy employees = exceptional service to our clients.
- 99.6% customer satisfaction (approaching 70% Net Promoter) in recent customer surveys
- Embraces Connectria's No Jerks Allowed® Philosophy and culture...**Not a Jerk**

