

Managed Services to Support IBM Application Platforms

FOR AVAILABILITY YOU CAN COUNT ON, COUNT ON LEVERAGING TECHNOLOGY

In a perfect world, you could take application runtime platforms for granted. But when they go offline because of an accumulation of missed updates or the accidental deletion of a system file, your customers notice immediately. And when a department needs another three copies of an application spun up ASAP, your resource(s) may be committed to higher value tasks. And then the grumbling starts.

That's where Leveraging Technology's flexible managed services come in. They make it easier and more affordable to deliver a guaranteed level of service for customers whose applications depend on IBM runtime platforms. We can provide the level of services that best fits your business model along with value-add discounted project work such as migrations or automated deployment.

Streamline platform support with a dedicated administration strategy.

Leveraging Technology combines our deep understanding of IBM technology with our business and enterprise architecture expertise. Our unique engagement model lets us design a services package based on the mix of internal and external resources and enhanced options that works best for you and your budget.

With our managed services, you receive 24 x 7 production support with administration oversight from our professional certified experts. You'll enjoy fast resolution of most issues before they grow into outages that impact the business.

An insurance policy for your runtime.

Leveraging Technology Managed Services for IBM Application Platforms include the following and more:

- 24 x 7 Production Support
- Application Platform Support
- Software Deployment
- System Administration
- Issue Resolution
- SLA Metrics & Status
- Backup
- Automation
- Quarterly Health Checks



The Top Five Reasons to Choose Platform Managed Services

1. Proactive Service
2. 24 x 7 Coverage
3. Predictable Cost
4. Technical Expertise
5. Peace of Mind

Leveraging Technology offers these financial and operational benefits plus

New: Our **MSI-Aware™** proprietary monitoring provides real-time analytics and statistically derived associations within log data and message flows in the web of connections facilitated by today's middleware. The dashboard raises awareness into what's happening in your systems and brings clarity to overall solution health and enables consultants to identify root cause or problems with core systems much quicker (hours vs. weeks).

Support beyond the ordinary.

Leveraging Technology's Managed Services can provide all of the expertise and technology necessary to assure daily peace of mind. And we provide options that can expand the value and reliability of your runtime platforms, such as:

Discounted Platform Work: Every Managed Services package establishes a discounted rate for elective platform project work, such as maturity enhancements, analytics, trading partner provisioning, deployment strategy, and application development.

Optional Monitoring Solutions: For proactive, optimized performance, our MSI-Aware™ monitoring option offers visibility into your IBM environment by tracking your platform infrastructure and its interactions with your business applications.

Platform Planning Management: Our team can cost-effectively manage technology migrations and maintain upgrades, licenses, application portfolios and infrastructure standards for a greater degree of stability and alignment to company goals. Leveraging Technology can also give you access to the most current technology to keep you a step ahead. For example, you can leverage our Private Cloud and SoftLayer Cloud options to consolidate run time engines from many to a manageable few to reduce costs without performance taking a hit.

The Leveraging Technology Alternative to DIY Break-Fix

We know that dedicated managed services aren't right for every customer. But when an issue exceeds your capacity to respond, emergency support can be hard to find and very expensive. For those customers we offer a third way to access our domain expertise and certified IBM pros.

Our Basic "Standby Service" option sets predetermined rates and connects you to expert resources day, evening and night. For a small monthly retainer, we'll be ready to go when you need us most.

Please [contact us](#) for details.

Call today for a consultation and find out what's right for you.

Take the first step to protect your customers against preventable outages that could otherwise significantly impact the business. We know the risks and opportunities of IBM Application Platform environments inside and out. We'll assess your scale and maturity and determine the implications. We'll look at costing models to determine the right level of support and help you think through the advantages platform managed services can bring to your business.

To set up an initial consultation, contact info@leveraging.com or call 585.454.4250 x100.

Our Managed Services support the following IBM technologies:

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| <ul style="list-style-type: none">• IBM Integration Bus (formerly Message Broker and Enterprise Service Bus)• IBM WebSphere MQ• IBM WebSphere Application Server• IBM Tivoli Composite Application Manager• IBM WebSphere Operational Decision Manager• DB2 | <ul style="list-style-type: none">• IBM WebSphere Service Registry Repository• IBM Sterling File Gateway• IBM Sterling Connect Direct• IBM Sterling Secure Proxy• IBM Sterling Control Center• IBM WebSphere Transformation Extender• And more |
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About Leveraging Technology

We are a business consulting firm founded in 1998 that fully understands how all aspects of the information technology lifecycle can impact business results. We employ a practical, partnering approach to transforming the design and architecture of your business and information technology environment to drive business performance.