

Managed Services

for Vision Solutions Availability Products for IBM i



Increase Resiliency and Efficiency, While Decreasing IT Staff Workloads

Is your environment positioned to be available and ready in the event of any potential disaster? Is your IT staff overextended? Many organizations are unable to find the time necessary to manage their environment properly. Are you in this situation? Fortunately, there's a better way.

Vision Solutions Managed Services is the solid solution to boosting your bottom line, while increasing your IT environment's resiliency. We offer day to day management of MIMIX Availability, iTERA Availability and OMS/ODS environments to ensure they remain role swap ready – plus, Vision Solutions Managed Services will ease the workload for your IT staff.

Benefits

- Day to day issues are managed by dedicated Vision Solutions Consultants
- Timely, professionally formatted reporting with appropriate information for both the CIO and the Data Center Manager
- A full range of flexible Managed Services options also offers anything from weekly checks to 24x7 automated monitoring 365 days a year
- No lapses in your High Availability coverage
- Implement or expand your HA solution without increasing your workload
- Affordable contracted services can be budgeted as an operational expense

Deliverables

- Business critical data and systems available and running at optimum levels
- Dedicated Vision Solutions Consultant with direct access to Vision Solutions experts
- Flexible time period: Short term needs to year-round coverage
- Great value: A certified Vision Solutions expert covers temporary staffing, skill or time shortages
- Ongoing health checks to ensure the readiness of your HA environment

Choose the Vision Solutions Managed Services Level that Fits Your Business:

Bronze Level:

You handle your own daily management. We support you and your environment with weekly check-ups and by generating weekly status reports to document our findings.

Silver Level:

Vision Solutions manages your environment. Daily checks include auditing the replicating data to verify that the source and target are in sync. You'll also receive weekly detailed reports documenting daily checks and corrective actions taken.

Gold Level:

In addition to Silver Level Managed Services, we install Service Packs, Version Upgrades and maintain the product configuration as required by environment or application changes. We also audit your environment and provide a detailed Audit Report annually.

Platinum Level:

This level of service provides Gold Level Managed Services – plus role swap readiness review and an annual role swap test.

	Bronze	Silver	Gold	Platinum
Daily physical check (Monday – Friday)	Once per Week	Daily	Daily	Daily
Weekly report of findings / changes made	●	●	●	●
Object repairs		● (Time Limited)	●	●
HA configuration adjustments			●	●
Audits performed	●	●	●	●
Product Fixes and Service Packs Installed			●	●
Annual HA Audit			●	●
HA SW Upgrade				
• Version upgrade			●	●
• Feature review & training			●	●
Annual Role Swap Readiness Review				●
Annual HA role swap				●

At any level, you can also add any of the following services separately:

- 365 day a year management
- 24x7 monitoring
- Unplanned switch assistance
- Enhance reporting
- IBMi Server optimization



For more information: 1 (800) 957-4511 • info@visionsolutions.com • visionsolutions.com