

## IBM Information Management Software Services

### Virtual Services: Reduced Cost, Accelerated Implementation Services



production, the Information Management Virtual Services team provides a proven engagement model which can reduce costs and time to delivery.

#### Virtual Services Offerings

In order to provide alternative delivery approaches which support your business objectives and budget, the Information Management Virtual Services team has developed a series of services offerings. These offerings include:

##### **Implementation Services Desk (ISD):**

An alternative to an on-site consulting presence, the ISD provides our Clients and Partners access to Technical, Business, and Project Management Skillsets to support customers with their current deployments, as well as post-production support. A set of hours can be purchased by a customer to use as they need it, when they need it within the flexible hours the ISD operates.

##### **Information Server**

##### **Upgrades & Migration:**

Whether a customer is looking to upgrade to the latest version of IBM InfoSphere Information Server, or assistance is required to migrate their jobs to the Information Server parallel framework, the Virtual Services team can provide the right amount of support our customers need. Our team will start with an assessment to help customers qualify the amount of work required followed by

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#### Highlights

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- New consulting paradigm focused on global and virtual (off-site) delivery of IBM Information Management Services
- Virtual services offers scalability, reduced costs, and accelerated implementation times
- Leverage IBM's methodologies, standard practices and WW deployment experience
- Services that provide repeatable processes and consistent approaches that can be applied to future initiatives for predictable results
- Governed by the Information Management Services Center of Excellence Team

#### Information Management Virtual Services

Information Management Virtual Services is designed to supplement our WW Information Management Services team by providing reduced cost, real-time, on site and/or remote consulting services for Information Management customers solving information management challenges. With well over 50 consultants worldwide with specialized skills supporting the Information Management product suite, the Information Management Virtual Services team has the capabilities to support both a staff augmentation model as well as a leadership role on engagements. Whether it is for an initial delivery of a solution, version migration initiatives, or on-going maintenance support of your solution in

the development of an execution plan, and finally provide execution support through either through hands-on support our through our ISD to get to end of job on any migration or upgrade.

***Mentoring & Training:***

For new or existing customers, the Virtual Services team is equipped to provide on-site or remote mentoring and training on any product within the Information Management brand.

***Staff Augmentation:***

For new or existing customers, the Virtual Services team has experienced resources which can contribute and/or lead the implementation efforts of any Information Management engagement. With certified Information Management specialists around the globe, our virtual consulting model provides a proven approach and methodology for supporting your implementation needs, at a reduced price.

**Your independence is our greatest success**

The underlying theme to our delivery approaches for all Services engagements adheres to one fundamental belief: Your independence is our greatest success! At the IBM Information Management Virtual Services organization, we believe that nothing is more important than transferring our knowledge to your organization and thereby providing you with long-term self-sufficiency through our mentored and parallel working approaches. Whether you need targeted services or end-to-end project consulting, Information Management Virtual Services is ready to put its experience to work for you as an experienced partner. We can help you achieve your goals and help make the IBM Information Management product suite shine in your environment.

**Engage Today**

With a world-wide team of highly trained services professionals, Information Management Virtual Services can help build and / or support your solution with confidence while assuring that the business needs and expectations of your organization are met. The Virtual Services goal is to give our customers:

- Priority focus on time to value
- Rapid knowledge transfer to support their demand
- High quality deliverables
- 24 X 7 post implementation support for Information Management products.

Available for whatever the delivery approach your business requires, the Information Management Virtual Services team will produce results quickly, and will help to put your project on the road to success.

**For More Information**

To learn more about IBM Software Services for Information Management and this service offering, please contact your local IBM sales representative.

You can also visit

**[ibm.com/software/data/services](http://ibm.com/software/data/services)**

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