

## IBM Information Management Software Services Virtual Services - Implementation Services Desk Offering



flexibility for customers to purchase a set of hours for support which may be leveraged as they need it, when they need it.

### ISD Capabilities

The Virtual Services ISD is currently fully equipped and capable of supporting our Information Management customers with the following services:

- Solution implementation support
- Debug failing code
- Analyze and resolve invalid processing and results
- Access to information and guidance on implementation best practices
- Design support (including design reviews)
- Remote code development
- Product Upgrade & Migration Support

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### Highlights

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- Flexible implementation or post-implementation solution support hours a customer can use as they need it, when they want it
- Access to Information Management Technical, Business, and Project Management Skills
- Providing Customers and Partners with an alternative to full-time onsite resources
- Cost effective approach to resourcing
- Governed by the Information Management Services Center of Excellence Team

### Virtual Services Implementation Services Desk

The Information Management Virtual Services team was developed to supplement our WW Information Management Services team by providing reduced cost, real-time, remote consulting services for Information Management customers solving information management challenges. As part of the Virtual Services team, the Implementation Services Desk (ISD) Offering was developed for our customers to provide them with another alternative to obtain support with their Information Management solutions. The ISD is a safety net for customers who may encounter solution problems either with their current or post implementation execution, including development and testing activities. The ISD offers the

### Information Management Virtual Services

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 support of your solution in production, the

Information Management Virtual Services team provides a proven engagement model which can reduce costs and time to delivery. Our goal is to give customers:

- Priority focus on time to value
- Rapid knowledge transfer to support their demand
- High quality deliverables
- Around the clock solution implementation support.

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

### **Engage Today**

A number of package options exist for our clients who are looking to take advantage of the Information management Virtual Services ISD offering. Hourly rates will depend on the skill sets required. Larger amounts of hours purchased can result in a lower hourly rates. Discounted rates do exist for customers in APAC.

Contact your Information Management Services Representative today for more information.

### **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)

### **Disclaimer**

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