Linux for zSeries
Annual Support Cost Analysis

Sytek Services, strategically partnered with Turbolinux, SuSE, or Red Hat, provides total peace of mind by fully supporting not just Linux on zSeries, but z/VM, VSE/ESA & z/OS as well!
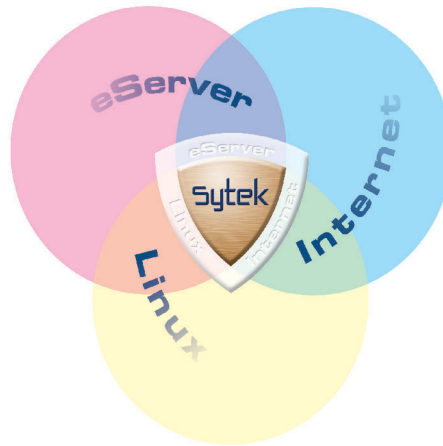
Executive Overview

Linux for zSeries has only recently become available, yet large mainframe-based organizations are already realizing its effectiveness. The combination of Linux and z/VM allows an organization to consolidate workstation server farms and manage its overall data center requirements more reliably and cost-effectively. Many are asking:

How can Linux and zSeries implementation and ongoing support skills be located and efficiently deployed?

Sytek Services has been answering this type of staffing question since 1986. Sytek provides 24x7 infrastructure service support (with guaranteed one-hour callback) for IBM mainframe operating systems and program products. Now, Sytek has included Linux support into its service plan offerings along with z/VM, VSE, and z/OS. Our expert Linux systems administrators work alongside veteran zSeries systems programmers in order to offer a comprehensive range of support and training services designed to maximize stability, performance, and currency of the total Linux infrastructure.

Unique Approach

Sytek's strategic combination of Linux and zSeries skills maximize the value of any IBM large system by increasing support coverage while reducing overall systems support costs. Our team approach of including your staff in every phase of the project and our attention to maintaining the integrity of your mainframe environment makes Linux*Assist* the ideal way to quickly and effectively harness the power of Linux on zSeries.

Linux*Assist* ℠
Linux Services
for the Mainframe

The Linux*Assist* Guarantee

Unlimited 24x7 hands-on support for ensuring a successful Linux for zSeries infrastructure!

Linux*Assist* Service Plans

Sytek offers two integrated approaches to planning, implementing, and providing around-the-clock support of any Linux on zSeries environment. Either plan works well, whether Sytek provides sole support or supplements existing support staff:

Implementation Services

Unlimited support to help you design and implement your entire Linux on zSeries infrastructure, including at least one production application.

As an IBM-authorized reseller for new zSeries equipment, Sytek can also directly configure and order your Linux-capable processor or IFL.

Retainer Services (24x7 Support)

Unlimited support, with guaranteed one-hour callback, for level one, two, and three hands-on software support for all issues surrounding:

Stability
Problem identification and resolution

Currency
Software maintenance application

Performance Tuning
Ongoing workload optimization

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IBM Business Partner

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	Sytek Services	Brand X

Certified Linux Distribution Fees (from SuSE, Turbolinux or Red Hat) . . . . _____ _____
    Defect support plus product updates from SuSE, Turbolinux or Red Hat . . . . Included   _____

Linux*Assist*℠ Implementation Services (fixed fee, unlimited engines) . . . . $17,500   _____
    Initial installation and setup of certified Linux distribution . . . . Included   _____
    Initial installation and setup of IBM's z/VM operating system (optional) . . . . Included   _____
    Implementation of at least one production application . . . . Included   _____
    One month 24x7 warranty on all work performed . . . . Included   _____

Linux*Assist*℠ Ongoing Retainer Services . . . . Linux

	z/VM	_____
	VSE/ESA	_____
	z/OS	_____

                  Multiple Platform Discount (_____) (_____)

Unlimited 24x7 Linux Level 1 and 2 expert support (including all Linux components) for:
    Stability: Problem identification and resolution . . . . Included   _____
    Currency: Software maintenance application . . . . Included   _____
    Performance Tuning: Ongoing workload optimization . . . . Included   _____

Unlimited 24x7 Level 3 support liaison (in cooperation with the distributor) . . . . Included   _____

Single point of contact for all planning, ordering, implementation, and ongoing support
for the z/VM and Linux for zSeries infrastructure . . . . Included   _____

Dial-in and/or hands-on (as opposed to verbal or email only) support . . . . Included   _____

One-hour guaranteed callback to all calls for support . . . . Included   _____

Project management and oversight provided by a designated
account manager, with meetings conducted monthly to review all account
activity and to monitor consultant performance levels . . . . Included   _____

24x7 access to senior-level zSeries systems programmers
and Linux system administrators . . . . Included   _____

Service discounts in exchange for hardware/software purchased via Sytek . . . . (_____) (_____)

                  Grand Total . . . . _____ _____

Features common to all maintenance plans
- Unlimited 24x7 hourly support hours for system stability, release currency, and tuning
- Two expense-free trips per year for on-site consulting (up to three days each)
- All system components for Linux included
- All IBM & vendor program products for z/VM, VSE & z/OS included

Hourly Assist (time and materials)
$145/hr for Management, Systems Programming, and Administrative Consulting services

Discounts available
- Volume discounts for multiple platform support
- Discounted hourly rate for additional support: $115/hr
- Discounts applied for hardware and software sales
- Prepayment discounts
- Educational discounts
- Federal (GSA) discounts

Fee Schedule

Linux for zSeries

Engines	Pre-G5	MP3000 (G5)	9672-xx6 9672-xx7 (G5, G6)	z800 or z900 (32 bit)	(64 bit)
1	$645	$710	$780	$860	$1120
2	$1100	$1210	$1330	$1460	$1900
3	$1550	n/a	$1875	$2060	$2680
4+	$2065	n/a	$2500	$2750	$3575

z/VM

Engines	Pre-G5	MP3000 (G5)	9672-xx6 9672-xx7 (G5, G6)	z800 or z900 (32 bit)	(64 bit)
1	$1895	$2085	$2295	$2525	$2525
2	$2465	$2710	$2985	$3280	$3280
3	$2960	n/a	$3580	$3935	$3935
4+	$3255	n/a	$3935	$4330	$4330

VSE/ESA

Engines	Pre-G5	MP3000 (G5)	9672-xx6 9672-xx7 (G5, G6)	z800 or z900 (32 bit)	(64 bit)
1	$3995	$4395	$4835	$5320	$5320
2	$5195	$5715	$6285	$6915	$6915
3	$6235	n/a	$7545	$8295	$8295
4+	$6855	n/a	$8295	$9125	$9125

z/OS

Engines	Pre-G5	MP3000 (G5)	9672-xx6 9672-xx7 (G5, G6)	z800 or z900 (32 bit)	(64 bit)
1	$4495	$4945	$5440	$5985	$5985
2	$5845	$6430	$7075	$7780	$7780
3	$7015	n/a	$8485	$9335	$9335
4+	$7715	n/a	$9335	$10270	$10270

eServer
Sytek
Linux Internet