

Professional Services

Highlights

- ***A team offering a wide range of services-related packages that are designed to help you achieve success in the design, implementation, and rollout of a variety of information integration projects***
- ***A full range of consulting and educational services to assist you through any or all phases of an information integration project***
- ***Proven methodologies, based on years of accumulated knowledge and experience, gained through hundreds of successful engagements in a wide range of industries and government entities***

Unlock the value of enterprise data

Organizations face an information challenge. Where is it? How do I get it when I need it in the form I need? What does it mean? What insight can I gain from it? Can I trust it? How do I control it? The list goes on, and the challenges grow unceasingly if organizations cannot ensure they have access to authoritative, consistent, timely and complete information.

Services from IBM Information Integration Solutions complement the IBM WebSphere® Information Integration platform, which integrates and transforms any data and content to deliver information you can trust for your critical business initiatives. Designed to ensure customer success with IBM solutions, IBM information integration services range from technical support to education to professional services.

Delivering the knowledge, experience and resources to get the job done fast!

With more than 300 highly trained services professionals worldwide, IBM Information Integration Solutions consultants are extremely

knowledgeable resources who can help build your solution with confidence while assuring that the business needs and expectations of your organization are met. With hundreds of successful information integration projects under their belts in industries ranging from telecommunications, health care and banking to insurance, retail and government, these experts can help you:

- *Establish project goals and expectations*
- *Maximize efficiency and impact*
- *Increase return on investment (ROI)*
- *Shorten project lead times and manage costs*
- *Lower total cost of ownership (TCO)*

Available for a specific segment of your project or on an end-to-end implementation basis, these Professional Services resources produce results fast and help to put your project on the road to success.

Your independence is our greatest success

The single underlying theme for all of our service offerings is one fundamental belief: Your independence is our greatest success. At IBM Information Integration Solutions, 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 approach. Whether you need targeted services or end-to-end project consulting, IBM Information Integration Solutions Consulting 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 WebSphere Information Integration portfolio shine in your environment.

IBM Information Integration Solutions Professional Services Package components

The IBM Information Integration Solutions Professional Services team offers a wide range of services-related packages that are designed to help clients achieve success in the design, implementation, and rollout of a variety of information integration projects utilizing the IBM WebSphere Information Integration portfolio of products. IBM is able to offer Professional Services resources that enable clients achieve a wide range of objectives consisting of everything from short term, targeted goals through end-to-end data integration solutions.

The following provides an overview of just some of the expertise that the IBM team is able to bring to the table. While each of these offerings may be purchased individually, a combined package typically results in a more cost effective approach to an effective Professional Services solution. Let us design a package that is best suited to your needs!

Standard installation, business assessment, and planning quick start - experience that counts!

All too frequently, organizations fail to fully realize the benefits of a well-integrated solution. Reasons vary from organizational issues, project complexity, to a lack of awareness of the specific challenges that a particular implementation entails. In order to remove the guesswork involved in planning and executing an initiative, let IBM Information Integration Solutions Professional Services put its Business Assessment team to work for you. We can help you understand and manage the unique challenges ahead. By utilizing our cost-effective, repeatable approach to implementation success, your project will be more efficient - saving time and maximizing your return on investment.

Business Assessment project planning and definition

Successful projects are most frequently the result of cohesive teams working together against a set of clearly defined goals and objectives. The Business Assessment is a rapid turnaround engagement that enables you to

quickly evaluate your organization's business processes and your readiness to proceed with your project initiatives. It then establishes a fast start plan for moving forward. Typically spanning two weeks, the Business Assessment includes one day at your site installing and configuring your software, three days on site interviewing and working with your staff, plus a one-day on-site conclusions workshop. At the conclusions workshop a quantitative assessment is provided of your staff's skill sets, architecture, data structure, and project planning. A project plan is then presented with missing components identified and a recommended plan of action is then defined with measures to help ensure project success. If a project plan already exists, we will review it to ensure feasibility and completeness. Project scoping, architecture, and data review are a key part of the Business Assessment. These help you identify business information that will have the greatest impact on the organization, create a data sourcing plan to help organize the structure and content of the information and establish the "system of record" for data sources.

Iterations Methodology and Orientation— your blueprint to success

The Iterations® methodology has been used for world class initiatives. Iterations exemplifies IBM's industry leadership position in consulting and provides valuable guidelines and logical structure to the process of planning and implementation of a successful solution.

Iterations is a best-practice methodology and has been used by organizations around the world in combination with our Business Assessment to formalize planning, development, and deployment of your IBM WebSphere Information Integration Platform. Iterations combined with the Business Assessment can also greatly accelerate the release of your strategic information systems. Based on our recommended approaches, information management tenets, and over 500 hands-on engagements, Iterations is a proven, repeatable process. The ability of Iterations to deliver fully functional solutions components in twelve- to sixteen-week cycles has set the standard for the industry.

**Project implementation —
hit the fast lane!**

Successful projects typically include a mentored phase where a team of seasoned professionals from IBM work with the your team utilizing a mentored approach. This provides you with the means of not only maintaining your IBM WebSphere DataStage® implementation on a long term basis, but also to have your staff come up to speed on the use of the product suite more quickly. Throughout the project, the IBM team will work with your team to help implement the project and promote best practices in the use of the WebSphere DataStage tool suite.

The typical WebSphere DataStage project includes:

- *Scoping, design, and planning*
- *Hardware setup & physical file system layout design and review*
- *Environment installation, configuration, and/or verification*
- *Sample data acquisition*
- *Data loading*
- *Job & process construction*
- *Volume runs*
- *Hardware, software, and job performance tuning*
- *Statistics gathering and reporting*
- *Migration of datastage components from development to production*

**IBM WebSphere Information
Integration Professional Services**

To help you achieve success in meeting your business objectives through enterprise information integration solutions, and to accelerate your solution design and implementation, the IBM Information Management Software Services team offers a broad range of planning, education, design and engineering, and implementation services. Whatever industry your company serves, our Professional Services team can help you implement the right IBM WebSphere information integration solution.

For more information

For more information about this or any other Professional Services offerings, please contact your IBM marketing representative or visit <http://www-306.ibm.com/software/data/services>



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Route 100
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12-05
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