



IBM Software Group



proven methodology and experienced delivery team to provide you with trouble-free, cost-effective migration services.

### Content Management Services

Our expert consultants provide custom programming, consulting services, software, tools and documentation to support IBM content management products.

#### Product Implementation Services Offerings:

- DB2 Content Manager OnDemand
- DB2 Content Manager CommonStore
- DB2 Content Manager
- DB2 Records Manager

### z/OS® and OS/390® Services

The DB2 for z/OS and OS/390 Services team delivers specialized services designed to help you accomplish your business goals on these operating systems.

#### Services Offerings:

- Product installation and configuration for DB2 for z/OS and OS/390 OLAP Server
- System administration, including high availability, security, and tools health checks
- Training on tools and utilities
- Utilities migration, including assessments, consulting, testing, and implementation
- Tools migration, including assessments

IBM Software Services Web site:

**ibm.com**/software/data/services

IBM Software Services for Data Management, IBM Global Services, and IBM Business Partners work closely to provide you with expertise in all aspects of your information management solution; whether you're looking for deep product expertise, business consulting, or project management, you can rely on experienced consulting services from IBM and its partners.

For more information send an E-mail to [dmskills@us.ibm.com](mailto:dmskills@us.ibm.com)

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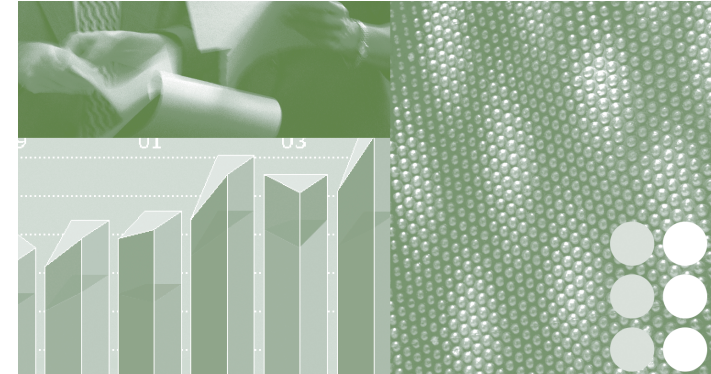
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## DB2. Information Management Software



### Support, services, and skills.

*Accelerate time to value with DB2® information management software.*





## Customer Support

High availability and quick resolution

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### IBM® Software Maintenance Provides for:

#### Voice support

- Responsive and knowledgeable support from IBM software centers worldwide
- After-hours support for sev 1 problems

#### Self-help electronic support

- Product updates and fixes
- Problem incident reporting and tracking tool
- Flash alerts
- Answers to frequently asked questions
- Hints and tips

Support Web site:

**ibm.com/software/support**

### Premier Services

If your support needs reach beyond those of software maintenance, premier services programs are available to help you proactively plan and manage your information management environment:

- Technical account management
- Speed to resolution
- Proactive planning for upgrades and fixes
- Coordinated knowledge transfers

Software Support Guide:

*techsupport.services***ibm.com/guides/handbook.html**

## Training and Certification

Developing skills in the Market

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### DB2 Information Management Education

IBM DB2 Information Management Education offers traditional classroom, custom, and e-learning solutions for all information management software products. New Education Centers for IBM Software programs expand the delivery of IBM DB2 Information Management Education offerings globally through IBM business partners.

### DB2 Information Management Certification

In a competitive business environment, skills validation is highly valued. IBM offers recognized role-based professional certification.

### IBM Scholars Data Management Program

IBM provides institutions of higher education with a wealth of academic and research resources so that graduates can succeed in the fast-paced IT industry.

### DB2 Information Management Publications

Learn from the industry experts through the books they have written on IBM DB2 information management technology. Many titles are available in major retail book outlets and their on-line stores. These publications are informative resources for learning more about the technologies or preparing for certification.

IBM Training and Certification Web site:

**ibm.com/software/data/education.html**

## Consulting services

Boost your success

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### Online Transaction Processing (OLTP) Services

The highly skilled technical consultants in the OLTP practice can help you implement information management products in a distributed environment for DB2 Universal Database™ Enterprise Server Edition and Informix® Dynamic Server.

#### Services Offerings

- Design and implementation
- Product installation and configuration
- Capacity planning and system administration
- Performance tuning
- Upgrades and migration.

### Data Warehouse Services

Our expert data warehousing consultants can assist you in the implementation and maintenance of data warehouses in distributed environments for DB2 Universal Database Enterprise Server Edition with Data Partitioning Feature, DB2 Universal Database Data Warehouse Editions, Red Brick™ and Informix Extended Parallel Server.

#### Services Offerings

- Design and implementation
- Product installation and configuration
- Capacity planning and system administration
- Performance tuning
- Upgrades and migration.

### Competitive Migration Services

Today's aggressive marketplace demands the greatest economies of scale and superior performance at the best price. To help you to convert existing information management applications to DB2, count on our reliable,