

# InfoSphere<sup>TM</sup> software



## IBM InfoSphere Virtual Services *Implementation Services Desk Offering*

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### HIGHLIGHTS

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- *Flexible implementation or post-implementation support hours a customer can use as they need it, when they want it*
  - *Access to InfoSphere 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 InfoSphere Professional Services Center of Excellence Team*
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### Virtual Services Implementation Services Desk

The InfoSphere Virtual Services team was developed to supplement our WW InfoSphere Professional Services team by providing reduced cost, real-time, remote consulting services for InfoSphere 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 InfoSphere Product initiatives. The ISD is a safety net for customers who may encounter problems either with their current or post implementation execution, including development and testing activities. The ISD offers the flexibility for customers to purchase a set of hours for support, in which they can leverage as they want need it, when they need it.

### ISD Capabilities

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

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

### InfoSphere Virtual Services

With well over 50 consultants worldwide with specialized skills supporting the InfoSphere product suite, the InfoSphere 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 production, the InfoSphere 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
  - 24 X 7 post implementation support for InfoSphere products.
- Available for whatever the delivery approach your business requires, the IBM InfoSphere Virtual Services team will produce results fast, and will help to put your project on the road to success.

## Engage Today

A number of package options exist for our clients whom are looking to take advantage of the InfoSphere 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 InfoSphere Services Representative today for more information.

## For More Information

For more information regarding this or any InfoSphere Services Offering, please visit the IBM InfoSphere Professional Services website at [ibm.com/software/data/ips/services/professional.html](http://ibm.com/software/data/ips/services/professional.html)

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