



IBM Information Management Software Services

ECM Remote System Administration (RSA) Services

Overview

In today's environment of downsized budgets, overextended employees and high training costs, it makes good business sense to have extra options for managing your IBM Enterprise Content Management (ECM) solutions. Without an adequately trained staff, production capabilities are diminished, administration practices suffer, projects are put on hold, and system management becomes reactive instead of proactive.

Recognizing the need to avoid these issues, IBM Information Management (IM) Lab Services has developed a complete program that is simpler, more cost effective, and offers greater consistency than most in-house alternatives. With IM Lab Services' Remote System Administration (RSA) services, our experts administer your IBM solution remotely during normal business hours to ensure maximum production support of your most business-critical processes.

IM Lab Services RSA service delivers comprehensive and reliable system administration services for all server-based IBM solutions that are completely seamless to your operations. This is achieved by utilizing proven methodologies that have been perfected over years of managing numerous customer production systems of many different sizes.

RSA services start with a thorough review of your existing operations from a technical and business perspective. The result of this review is a detailed summary of our findings including action items required to bring your system into FileNet best practices. Once a solid operational foundation has been established, we use a mix of experienced human and custom automated processes to monitor the health of your system. IM Lab Services consultants communicate timely and accurate administration information about your system while leveraging the knowledge and support system available from within IBM. This approach has achieved substantial increases in customer productivity and system availability.

Your Lab Services team will develop a customized solution specific for your system and implement a clear and concise plan that includes:

- Daily, weekly and monthly system administration tasks
- Monitoring of your mission-critical systems during production hours
- Monthly reports on system utilization
- Bi-weekly or monthly RSA conference calls with your business/development team members
- System-related special projects
- Access to highly trained FileNet Server Software Consultants

IM Lab Services also offers RSA in six-month subscriptions as a system administrative solution for new ECM installations. It is designed for companies that want to implement an ECM solution but do not yet possess the staff or training to properly manage a production environment. The six-month period provides the opportunity to hire and train the necessary staff. At the end of the six months, you can either choose to take over the administrative responsibilities or continue receiving RSA services from IM Lab Services.

Tangible Benefits

RSA offers a cost-effective option for the administration of new and existing IBM ECM solutions. By having experienced IM Lab Services consultants administer and monitor



your FileNet systems, you are assured of a smooth implementation, thorough monitoring, and accurate system administration procedures performed to the highest standards in the industry. IM Lab Services consultants are supported by an extensive network of IBM resources that can identify and resolve unforeseen issues.

IM Lab Services manages the entire process from service initiation and system review to administration and issue resolution. This full scope of proactive management delivers tangible benefits that include:

- Less downtime and loss of production functionality
- The elimination of the need to hire and train staff, or make accommodations for sick time and vacations
- Enhanced performance and availability
- Formal monthly system utilization reports

With a broad range of industry-leading ECM solutions, IM Lab Services is uniquely suited to deliver customized system administration solutions. Our proven processes, tools and monitoring agents have been developed and perfected over years of successfully managing IBM ECM production installations. Our services maximize system performance and availability, while

seamlessly integrating with your existing support structure to provide the highest return on your technology investment.

Contact

For more information regarding this offering or any of our Services, please contact your Information Management Sales Representative or visit our website at ibm.com/software/data/services

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