

## Information Management Software Services Guardian Services



IBM Information Management (IM) Software Services can provide you with valuable expertise to proactively identify and assess technical risks, develop mitigation plans, supplement teams, and validate progress against the solution's business and technical requirements to help you build the skills you need while promoting self sufficiency and overall solution success.

### Guardian Services Overview

Guardian Services delivered by IM Software Services supports customer and partner led engagements by providing a variety of services which can include technical advice, guidance and/or focused assistance on Information Management solutions.

Through our Guardian Services offerings, you can retain ownership of your implementations while leveraging IM Software Services proven practices, technical guidance, and architecture expertise to achieve a "right the first time approach." When partnering with IM Software Services, our technical experts will provide mentorship and facilitate knowledge transfer to give your project team the support they need at critical points in the project, including planning, implementation, and post-implementation, to reduce technical risks.

### Highlights

- **Obtain access to best practices & solution expertise**
- **Accelerate enablement & self-sufficiency**
- **Reduce risk, involve IBM experts early & often**
- **Realize business value faster & maximize ROI**
- **Enable faster application adoption**

Are you trying to deliver an Information Management (IM) solution within a tight budget and may not have the right skills, experience, and solution expertise you need to ensure it's done successfully?

Are you planning an implementation with new or recently released Information Management software that you are unfamiliar with and need best practices and guidance to ensure you develop an efficient plan that will maximize the use of IM technology?

Are you facing project risks associated with the overall solution environment you are working in and finding challenges with approaching the integration of multiple, complex technologies?

Without addressing these critical questions up-front, projects can quickly get off course, resulting in schedule and budget overruns as well as unstable solutions.

## Guardian Services Activities & Deliverables

IM Software Services offers a variety of flexible offerings in order for you to obtain the right level of Guardian Services required by your business, including:

- **Expert Review Services:** Up-front and on-going technical architecture support throughout your engagement
- **Health Checks:** Targeted solution review services to optimize and increase the performance of your solution prior to production deployment or post implementation
- **On Demand Consulting:** Consulting services when you need them from product and solution experts
- **Product JumpStarts:** Fast start services providing mentorship and basic configuration services to “jump start” your solution implementation
- **Client Education Services:** Education services including assessments and private courses delivered on-site or remotely targeted to your specific requirements

In addition, IM Software Services leverages the Guardian Services model to supplement project teams during installations, capacity planning, migrations, upgrades, and much more.

## Your Independence is our Greatest Success

That is the underlying theme to our delivery approach for Guardian Services. We believe that nothing is more important than transferring our knowledge to your organization and supporting your objective to become self-sufficient. This provides you with long-term self-sufficiency through our mentored and parallel working approaches.

## Engage Today

With a world-wide team of highly trained services professionals, the IBM Information Management Software Services team can help build your solution with confidence while assuring that the business needs and expectations of your organization are met. Our experts are ready to assist your organization with:

- Establishing project goals and expectations
- Maximizing the return on your investment
- Reducing project delivery times, complexity and risk through the delivery of proven offerings
- Reducing total cost of ownership

Available for whatever the delivery approach your business requires, the IBM Information Management Software Services team will produce results quickly, and will help to put your project on the road to success.

## For More Information

For more information regarding this or any services offerings, please visit the IBM Information Management website at:

[ibm.com/software/data/services](http://ibm.com/software/data/services)



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1133 Westchester Avenue  
White Plains, NY 10604  
U.S.A.

Published in Canada  
9-17  
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