

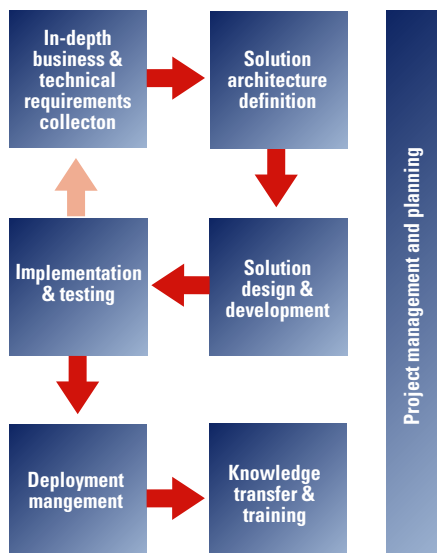
# IBM Software Services for Tivoli

## Services for Netcool products



### Highlights

- **A team of highly skilled consultants with industry expertise, best practice methodologies and deep knowledge of the Netcool components**
- **Benefit from architecture methodologies and best practices that enable organizations to achieve maximum value from network-based solutions**



*IBM Software Services for Tivoli offers methodologies and best practices that enable organizations to achieve maximum value from network-based solutions.*

### Need to achieve maximum results?

We understand the importance of successful planning, deployment and customization of any information technology solution that affects your critical business processes. To ensure optimal deployment of network-based solutions, IBM Software Services for Tivoli offers expert architecture, planning and consulting throughout the Netcool deployment life cycle. We assist clients in ensuring a proper mapping of technical requirements to business needs, and pass on the critical skills to your IT staff.

### A foundation for success

IBM Software Services for Tivoli assists in the architecture, design and deployment process by leveraging best practices. By aligning Netcool solutions to business needs and requirements, we assist you in achieving a rapid return on investment (ROI). Launch your Netcool deployment the right way with up-front deployment planning, essential to any successful solution. Begin with IBM's deep expertise to put your project on the right track, and ensure rapid time to value for competitive advantage.

### In-depth requirements gathering

A successful implementation begins with a clear understanding of your business requirements. IBM Software Services for Tivoli helps your organization achieve optimal results by first understanding your business processes and challenges. A detailed analysis outlines benefits to all segments of your operations and business environment.

### Design and solution definition

After working closely with your organization to clearly define business requirements, IBM Software Services for Tivoli provides services to design the conceptual Netcool architecture to meet your business needs.

- Translate and map conceptual architecture to the logical architecture
- Convert the logical architecture to a physical application architecture



### **Gain assurance with project management**

Project management from IBM Software Services for Tivoli helps minimize potential risk associated with deployment projects. We support your project managers by helping you plan your projects, keep them on schedule and report on the progress made. You can rely on our proven project management expertise as we work with your project's experts to keep your implementation on track.

### **Develop and deploy**

Leverage services that assist you with installation, configuration, system security, scalability and availability. We conduct testing against predefined acceptance criteria on all Netcool components so they are working in accordance with the implementation plan. Key activities during this phase include:

- Executing a site survey and preparation
- Assist IT staff, systems integrators and partners to ensure implementation of Netcool best practices
- Mapping and tracking key implementation activities against required business, operational, and functional requirements
- Participation in all phases of acceptance testing

### **We build on your skills and investment**

You need the right skills and experience to manage your network-based solutions. You also need to leverage your most important asset – your people. They know your business, processes and infrastructure; they need the knowledge to maximize your environment and the IBM technology. IBM Software Services for Tivoli has a proven approach to prepare your staff by assisting them to architect, build, deploy and support your network-based solution.

### **The right combination for today's organizations**

This range of services provides the winning combination of expert advice, proven technical experience and skills transfer you need to help ensure your success with any Tivoli software solution. A single engagement may draw upon one area or integrate elements from all our services. No matter how you choose to work with IBM Software Services for Tivoli, we can provide the expert services for Netcool solutions necessary to address today's complex business and technology challenges.

### **For more information**

For information on our consulting services and enablement offerings, visit our Web site or contact us worldwide at: [ibm.com/software/tivoli/services/consulting/](http://ibm.com/software/tivoli/services/consulting/)

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