

SERVICE: 24/7 INCIDENT SUPPORT & HELPDESK

Mainframe Services: 24/7 Incident Support & Helpdesk

Expert coverage to protect your business:
mainframe expertise on call 24/7/365

Whatever the non-hardware issues affecting your mainframe, we offer you rapid access to trusted specialists through a number of channels. We also provide support for most vendor products, which is highly beneficial when an issue relates to products interfacing. We can deal with everything from minor mainframe issues to major incident management.

How you benefit

Our world-class capabilities mean you can check, monitor, improve, secure and operate your essential IBM Z infrastructure more effectively.

With every client requirement and environment different, our coverage is as flexible as you need it to be, with options including dial-in, online and onsite support. Service Levels can be geared towards your internal SLAs, but most organisations find that our SLAs are generally superior in any case.

- **VPN (dial-in support)** - we have direct access to your system for investigation and fix purposes
- **Online support** - via e-mail or our ticketing system using information you directly provide
- **Onsite support** - for major incidents where required

With IBM as our Business Partner and a plethora of in-house skills, few if any other providers can match our Z infrastructure experience and expertise. Unlike other providers, we draw on the combined knowledge and resources of more than 60 highly skilled mainframe consultants, providing informed advice and practical support for any client issue or requirement.

Flexible options

With service delivery managed by our expert Mainframe Incident Support Team, an entry level contract provides you with a helpdesk, which is the ability to ask mainframe questions, non-incident related, directly of our team of specialists. Tiered levels of incident support, which include helpdesk as standard, start at online access to RSM technical specialists, ready to deliver support as required. This includes call logging, problem analysis, escalation and workaround provision to get your mainframe back into full service fast, while permanent fixes are formulated. Fully tailored services are available with different levels of cover, depending on your business, set-up and requirements. Options include flexible access to RSM ad hoc scheduled support, virtual resourcing and knowledge transfer services.

Support your mainframe – protect your business

RSM Partners is widely recognized by industry peers and the IBM mainframe community alike for delivering world-class infrastructure services, with noted specialisms in security, migrations and cost reduction.

RSM Mainframe Incident Support Methodology includes:

- Site Survey – a familiarisation exercise, documenting the environment
- Service Documentation
- Service Availability Options:
 - Helpdesk Only
 - In Hours
 - Out of Hours and Weekends
 - Full 24/7 Coverage
- 2nd and 3rd Line Technical Support
- VPN dial in Support
- Mainframe Emergency Onsite Support
- Competitive Response and Resolution Times
- Call Logging and Incident Management including Major Incident Management
- Workaround Provision
- Escalation to Fault Resolution
- Monthly Service/Activity Reports
- Root Cause Analysis reports in the event of a major incident
- Management Update Meetings



Mainframe Services: why RSM?

We are a unique provider of mainframe expertise, software and services – 100% focused on the IBM Z marketplace. Working with many of the world's largest organizations – spanning finance, retail, utilities, government and service businesses – no other partner offers you the same mix of mainframe infrastructure knowledge, real world experience, reliability, flexibility and agility. ***We are proven to add value.***

To learn more about our mainframe services
call +44 (0) 1527 837767, or visit www.rsmpartners.com

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