

SERVICE: MANAGED SERVICES

Mainframe Services: Managed Services

Tailored solutions: assuring the levels of mainframe service your business relies upon



Whatever your technical resource or business requirements, we have the flexibility to shape our market-leading resources to deliver whatever you need - with proven processes, the right skills and expert capability to augment your in-house resources.

How you benefit

Mainframe management is a complex and demanding task. Our world-class capabilities and resources help you to optimize delivery of IBM mainframe services, taking away time-consuming and costly management overheads.

- Access to all the mainframe infrastructure skills and resources you need
- Unparalleled expertise and resources on tap, as and when you need them

- Stay up to date with the latest technology and releases, without costly training
- Transfer the management headache of running mainframe services to a trusted third party
- Shared Service options reduce risks and overhead costs, and reduce the impact of resource absence
- Drive down costs and reduce environmental impacts (travel, desk space, etc.)

Flexible options

With every client engagement different, we deploy well-defined tested processes along with the experience and expertise to deliver whatever you need, at a cost you want to pay. We cover all aspects of mainframe infrastructure management: building and maintaining your environment; out-of-hours support; BAU system programming, both onsite and offsite; mainframe storage; performance optimisation; and more.

RSM Managed Services are typically underpinned by appropriate Service Level Agreements (SLAs), a responsibility assignment (RACI) matrix and an appointed RSM Service Delivery Manager (SDM) - a single point of contact to assure services are delivered as expected and agreed.

Assuring your Z mainframe service: reducing uncertainty

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

Service Delivery Framework

The RSM delivery framework has been standardised and rolled-out across all RSM Managed Services to ensure a consistently high quality approach.

- **Communicating** – a key part of our role as an MSP is to talk to customers regularly and keep in touch with business needs. We work in a transparent way as part of your team: no “us and them” scenarios
- **Reporting & Governance** – maintaining regular governance calls, service reporting and service reviews, providing you with full visibility of work delivered
- **Training** – ensuring your RSM support team is fully versed in the technologies to support your environment, as well as your business processes
- **Supporting & Maintaining** – supporting you to the highest standards, with an agreed matrix of tasks
- **Continuous Improvement** – we continually seek to identify service enhancements, standardisation and automation opportunities, driving higher quality and lower cost of delivery

Transition Methodology

Working with your management and technical team, we typically consider the following aspects when planning transition:

- **Planning** – service/transition plans and operating models
- **Audit & Discovery** – knowledge transfer, document/update processes, standard operating procedures/runbook
- **Solution Validation** – ensuring the right individuals and teams are allocated with the right skills
- **Testing/Service Readiness** – operational readiness testing (ORT) and service readiness (SR)
- **Pilot** – shadow running your environment as secondary support, prior to flipping to primary support
- **Service Governance** – communications planning; agreeing governance meetings; and Service Reporting
- **Service Take On** – go live/BAU

Mainframe Services: why RSM?

We are a unique provider of mainframe expertise, software and services – 100% focused on the IBM mainframe 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 call **+44 (0) 1527 837767**
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