

# Assured Mainframe Services from BMC Mainframe Services by RSM Partners

Manage, maintain, and optimize your IBM® Z®  
mainframe infrastructure

## PRODUCT DESCRIPTION

BMC Mainframe Services by RSM Partners has the expertise and resources to deliver whatever assistance you need in checking, running, maintaining, and improving your IBM Z environment, including: ad hoc skills and resources, on-site and remote; 24/7 incident support; assured security; cloud hosting; project delivery; and fully managed services.

## HOW YOU BENEFIT

Flexing to meet your needs, BMC Mainframe Services by RSM Partners has more mainframe infrastructure expertise available than any other provider, with unrivaled experience gained from working with leading organizations in finance, retail, utilities, government, and services, around the world. This knowledge and experience is now available to your business through a flexible range of packaged Z mainframe services. Whatever you need to achieve, you are in safe hands with BMC Mainframe Services by RSM Partners.

## FLEXIBLE, AGILE, AND RELIABLE SUPPORT FROM THE Z SPECIALISTS

### Example 1

BMC Mainframe Services by RSM Partners enabled a global information services group to reduce its annual UK mainframe support costs by more than 75 percent.

### Example 2

When this government department brought mainframe processing back in-house and faced key staff leaving, we provided a managed service for day-to-day system programming as well as out-of-hours support—ensuring both availability and management of all arising issues effectively.

### Example 3

We provide second and third line technical support to support the in-house technical teams and IT outsourcing partner of a major retailer, reducing support costs and delivering value-add through enhanced support.

### Example 4

Large projects at a global bank were putting in-house resources under severe pressure. We delivered a 10-strong team of senior specialists to cover essential business as usual (BAU) activity.

### Example 5

BMC Mainframe Services by RSM Partners' disaster recovery services including cloud-based backup protect a small but business-critical mainframe footprint for this fashion retailer, ensuring a consistent approach, and delivering peace of mind.

## MAINFRAME SERVICES: WHY BMC MAINFRAME SERVICES BY RSM PARTNERS?

BMC Mainframe Services by RSM Partners is recognized worldwide as specialists in IBM Z skills: from consulting, security, project delivery, and managed services to extensive systems programming capabilities, ad hoc skills and resources for additional on-site or remote coverage, 24/7 incident support, mainframe capacity cost reduction programs, migrations, and more. Working with organizations large and small, no other partner offers the same depth of knowledge and experience: clients know they can rely on BMC Mainframe Services by RSM Partners for quality, flexibility, and value.

## WORLD-CLASS Z INFRASTRUCTURE PEOPLE AND RESOURCES

Helping you optimize your environment, close the skills gap and control costs, our sole focus on IBM Z infrastructure makes us unique. BMC Mainframe Services by RSM Partners is recognized by industry peers and the global IBM Z user community for outstanding services—with noted specialization in security, migrations, and cost reduction.

## FLEXIBLE SERVICES UNDERPINNED BY EXCEPTIONAL EXPERTISE

**Ad Hoc Skills & Resources: On-site & Remote** – Mainframe Expertise as a Service: Z infrastructure capability you can depend on, with our people on-site or provided as a virtual service. You have access to the largest pool of Z expertise available.

**Independent Consulting** – you can leverage our objectivity, expertise, and experience for any aspect of IBM Z service, operations, and support.

**24x7 Incident Support & Helpdesk** – we provide world-class technical expertise and coverage when you need it. Support delivery via multiple channels is fully managed by the BMC Mainframe Services by RSM Partners Mainframe Incident Support Team.

**Project Delivery** – BMC Mainframe Services by RSM Partners has managed and delivered successful projects worldwide for clients both large and small—the ideal service for times when you need both reliable additional resources and assured delivery.

**Managed Services** – we have enabled our clients to reduce technology costs by millions. Whatever your technical, resource or business needs, we have the flexibility to deliver the managed services your company requires. With BMC Mainframe Services by RSM Partners, you're assured of the right skills, processes, and capability to augment your existing resources as necessary.

**Assured Security** – offering acknowledged global leading skills to help protect your systems and operations against cyber attacks, internal threats, and data loss. Services include health checks, penetration testing, and audit remediation.

**Cloud Services** – Mainframe as a Service: high performance compute power and storage on demand. Services are currently delivered via two Tier 3 data centers, each hosting mainframe processing capacity (currently z12s) with IBM disk, tape, and virtual tape server (VTS) solutions.

**Disaster Recovery** – consulting, strategy, planning and procedures, reviews, testing, complete systems recovery, including cloud and backup services.

**Capacity Cost Reduction** – infrastructure review and tuning, typically reducing costs by a minimum 10 percent, while helping to improve both performance and service levels.

**Migrations: Software, Hardware & Storage** – our services help you speed up and de-risk your Z software, hardware, and storage migration projects, ensuring your environment is up to date, fit for purpose, and providing optimal support to your business.

**Systems Programming** – trusted technical services spanning operating systems, subsystems, networking and hardware: IBM® z/OS®, IBM® RACF®, IBM® CICS®, IBM® Db2®, IBM® IMS®, IBM® MQ®, IBM® z/VM®, Linux®, etc.

**BMC Mainframe Services by RSM Partners Delivery Framework** – a proven approach to delivering our services successfully, whatever the requirement or circumstances—within a consistent, yet versatile framework.

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## FOR MORE INFORMATION

To learn more about Assured Mainframe Services from BMC Mainframe Services by RSM Partners, please visit [bmc.com](https://www.bmc.com)

### About BMC

From core to cloud to edge, BMC delivers the software and services that enable over 10,000 global customers, including 84% of the Forbes Global 100, to thrive in their ongoing evolution to an Autonomous Digital Enterprise.

**BMC—Run and Reinvent**

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