Mainframe Services: Managed Services

Tailored solutions that deliver 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 your needs 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 optimize delivery of IBM® mainframe services with:

- Access to all the mainframe infrastructure skills and resources you need
- Unparalleled expertise and resources on tap, as and when you need them
- The latest technology and releases, without costly training
- Transfer the management headache of running mainframe services to a trusted third party
- Reduce risks, overhead costs, the effect of resource shortages, and environmental impact.

FLEXIBLE OPTIONS

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

Managed Services from BMC Mainframe Services are typically underpinned by appropriate service level agreements (SLAs), a responsibility assignment (RACI) matrix and an appointed service delivery manager (SDM)—a single point of contact to assure services are delivered as expected and agreed.

ASSURING YOUR IBM’ Z’ MAINFRAME SERVICE: REDUCING UNCERTAINTY

BMC Mainframe Services is widely recognized by industry peers and the IBM’ Z’ community for delivering world-class infrastructure services, with noted specialties in security, migrations, and cost reduction.

SERVICE DELIVERY FRAMEWORK

Our delivery framework ensures a consistent, high-quality approach.

- Communicating—a key part of our role as a managed service provider (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 and governance—maintaining regular governance calls, service reporting, and service reviews, providing you with full visibility of work delivered
- Training—ensuring your BMC Mainframe Services support team is fully versed in the technologies to support your environment, as well as your business processes
- Supporting and maintaining—supporting you to the highest standards, with an agreed matrix of tasks
- Continuous improvement—we continually seek to identify service enhancements, standardization, 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 and 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

FOR MORE INFORMATION

To learn more about BMC Mainframe Services, please visit [bmc.com/mainframeservices](http://bmc.com/mainframeservices)