

Managed and Professional Services

Scalable, on-demand expertise to run, maintain and support your mainframe systems

OVERVIEW

BMC Mainframe Services by RSM Partners will help you to optimize your mainframe environment, close the skills gap and control costs. Our IBM® Z® experts provide ad hoc staffing, remote support, 24/7 incident support, security services, project management and fully managed services. With over 750 years of combined experience, our consultants deliver specialized managed and professional services that can be tailored to your needs.

MANAGED SERVICES

The skills you need, when you need them

From time to time the skills and staff you need may not be readily available inhouse. In situations where starting, driving or completing a project are dependent on resources not present within your organization, our services keep you on track by delivering:

- **Project Management** – planning, execution and regular reporting to ensure visibility and completion
- **Skills** – expertise through training and on-demand staff when needs arise.
- **Support** – 24/7 incident response and Service Desk provide help at the moment you need it
- **Administration** – transfer management tasks to our team and help reduce ongoing maintenance and overhead costs.

Our managed services are backed by Service Level Agreements (SLAs) and can scale from helping with specific functions to fully managing your mainframe environment.

PROFESSIONAL SERVICES

Consulting and advice from industry experts

BMC's Professional Services focus on helping you establish practical steps and outcomes to improve operations, reduce costs and navigate changes to the mainframe environment. This typically includes:

- **Mainframe optimization** – helping your teams to do more with less.
- **Capacity reduction** – focusing on workload management and efficiency to reduce costs.
- **Software Optimization** – improving use of IBM or ISV software and reducing spiraling costs.
- **Migrations**– expertise to plan, perform and manage challenging business transformations.
- **Strategic staffing** – training, focused recruitment and succession planning to future-proof your environment.

BMC's team of experts can help uncover the requirements, needs and areas of improvement with a clear plan of how changes should be implemented. Get realistic models for improvement and take the guess work out of migration projects.



HOW OUR SERVICES ARE DELIVERED

At BMC, we provide all the resources necessary for any requirement: from running an entire program from start to finish to delivering ongoing management, providing a team or a single expert for a specific project. We begin with initial discovery of your need, scoping and determining the right resources and crafting milestones for delivery of each phase.

Our services can be provided virtually, with strict controls in place to ensure security. In the case of our managed services, testing or service readiness may be performed as well as a pilot before going live to ensure success.

A responsibility assignment (RACI) matrix is followed and a Service Delivery Manager (SDM) is named. The SDM acts as a single point of contact to ensure delivery, satisfaction and regular communication with you throughout the project. During the delivery phase we look for additional improvements and areas of potential automation to help lower the cost of delivery. Deliverables can include:

- Project/Program Planning
- Scoping
- Business Case and Financials
- Migration Strategy
- Resource Planning
- Workstream Planning
- Risk Management
- Change Management
- Execution

We also offer a standby staff service to help you in cases of an emergency. This mitigates risks resulting from the departure or illness of a staff member and helps to ensure your projects and mainframe operations stay on track.

WANT TO LEARN MORE?

We are ready to support your organization and augment your teams with services designed to run, maintain and support your mainframe systems in smarter, more focused and cost-effective ways.

KEY SERVICES

- **Independent Consulting** – leverage our objectivity, expertise and experience for any aspect of your IBM® Z® services, operations and support.
- **Mainframe Expertise-as-a-Service** – access IBM® Z® skills and resources both remote and onsite to address staff shortages and utilize specialized skill sets.
- **24x7 Incident Support & Helpdesk** – technical expertise and the coverage you need on-demand, with support via multiple channels managed by our Incident Support Team.
- **Migrations** – benefit from specialized skills gained in Z software, hardware and storage migration projects, helping you to speed up and de-risk the process.
- **Capacity Cost Reduction** – use Z infrastructure review and tuning services to improve performance and service levels while also helping to control and reduce costs.
- **Staff Augmentation & Standby Interim** – flexible access to IBM® Z® experts for as long as you need them to bridge any capacity, skills and resource gaps you may be experiencing.
- **Out Tasking for Mainframes** – a cost-neutral way to deal with shortfalls in resource availability.
- **Systems Programming** – access to highly experienced operating system, subsystem, network and hardware experts including z/OS®, RACF®, CICS®, Db2®, IMS®, MQ®, z/VM® and Linux®.
- **Projects** – experienced teams to help you manage and deliver projects on time and to budget.
- **Business Continuity** – protect against the unexpected with end-to-end services that include consulting, strategy, procedures, testing, reviews, complete systems recovery, cloud and backup.

FOR MORE INFORMATION

To learn more, please visit
bmc.com/mainframeservices

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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