

# Managed Services

## for Vision Solutions Availability Products for IBM i

### Increase Resiliency and Efficiency, While Decreasing IT Staff Workloads

Is your environment positioned to be available and ready in the event of any potential disaster? Is your IT staff overextended? Many organizations are unable to find the time necessary to manage their environment properly. Are you in this situation? Fortunately, there's a better way.

Vision Solutions Managed Services is the solid solution to boosting your bottom line, while increasing your IT environment's resiliency. We offer day to day management of MIMIX Availability, iTERA Availability and OMS/ODS environments to ensure they remain role swap ready – plus, Vision Solutions Managed Services will ease the workload for your IT staff.

#### Key Benefits

- Choose from a full range of Managed Services options that cover anything from weekly checks to around-the-clock monitoring 365 days a year
- Address short term needs or provide year-round coverage
- Implement or expand your high availability solution without increasing your team's workload
- Safeguard your high availability solution to ensure there will be no lapses
- Rest assured with expert management of day to day issues and ongoing health checks by a dedicated consultant
- Keep business critical data and systems available and running at optimum levels
- Receive timely, professionally-formatted reports appropriate for both the CIO and the Data Center Manager
- Fill temporary staffing needs or skillset gaps with certified Vision Solutions experts at an excellent value
- Budget affordable contracted services as an operational expense

## Choose the Vision Solutions Managed Services Level that Fits Your Business

### Bronze Level:

You handle your own daily management. We support you and your environment with weekly check-ups and by generating weekly status reports to document our findings.

### Silver Level:

Vision Solutions manages your environment. Daily checks include auditing the replicated data to verify that the source and target are in sync. You'll also receive weekly detailed reports documenting daily checks and corrective actions taken.

### Gold Level:

In addition to Silver Level Managed Services, we install service packs, perform version upgrades and maintain the product configuration as required by environment or application changes. We also audit your environment and provide a detailed Audit Report annually.

### Platinum Level:

This level of service provides Gold Level Managed Services plus an annual role swap readiness review and role swap test.

	Bronze	Silver	Gold	Platinum
Daily physical check (Monday – Friday)	Once per Week	Daily	Daily	Daily
Weekly report of findings / changes made	●	●	●	●
Object repairs		● (Time Limited)	●	●
HA configuration adjustments			●	●
Audits performed	●	●	●	●
Product fixes and service packs installed			●	●
Annual HA audit			●	●
HA SW upgrade				
• Version upgrade			●	●
• Feature review & training			●	●
Annual role swap readiness review				●
Annual HA role swap				●

At any level, you can also add any of the following services separately:

- 365 day a year management
- 24x7 monitoring
- Unplanned switch assistance
- Enhanced reporting
- IBM i server optimization



For more information: [visionsolutions.com](http://visionsolutions.com)  
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