# SYSTEMWARE MANAGED SERVICES

systemware
PROFESSIONAL SERVICES

## Let the experts manage your Systemware installation

Systemware Professional Services provides ongoing management, support and administration of the Systemware Enterprise Content Management solution. The purpose of the Systemware Managed Services (SMS) is to apply focused expertise to reduce the complexity and magnify the return on your software investment.

### Competency
SMS is a unique service offered only by Systemware Professional Services. A team of experienced specialists provide continuing care and updates to your Systemware installation. And by having a close connection with support organizations at Systemware, the team has direct access to resolve issues quickly, as well as insight into upcoming advancements.

### Shared Resources
SMS is a shared resource model to give clients flexibility to expand and contract based on the changing business needs. This approach ensures the experts are available when needed in a cost effective structure. Clients pay only for the service, not for office space, overhead, healthcare and other costs typically associated with budgeting additional personnel.

### Service Options
SMS provides three flexible options for service to meet diverse client requirements:

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| Foundation | Support and administer the Systemware environment on an ongoing basis by responding to user requests, creating and updating document definitions, testing of applied maintenance, and responding to management needs. |
| Project | Provide resources required to accomplish a specific project such as an upgrade, re-platform, migration, etc. Specialized skills are utilized during project to ensure milestones are achieved on schedule. |
| Total | Complete responsibility to manage and administer the Systemware environment to ensure goals for performance, availability and resource utilization are consistently met. Proactive monitoring and preventive procedures to maximize availability. Review performance and optimize configuration to balance I/T resources. Schedule and maintain software currency to take advantage of latest software improvements. |

Supported Operating Environments: z/OS, AIX, Solaris, Windows

### Benefits
- ❖ Expert resources – no training required
- ❖ Flexible staffing model for any budget
- ❖ Direct access to Systemware software support team

## REACH NEW HEIGHTS WITH THE RIGHT PEOPLE, PROCESSES AND TOOLS.

**OUR COMPANY:**
Systemware Professional Services, Inc. is a woman owned information technology consulting company founded in 1991. As a privately held company, our business decisions are predicated on long-term objectives that result directly from our understanding our client's goals. Our mission is to earn a trusted partnership with our clients and consultants by solving critical business problems with innovative technology services delivered by a team of talented, energetic and passionate professionals.

Systemware PS is an Equal Opportunity Employer

Women's Business Enterprise National Council
**WBENC**

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