Essential Management Service

Expertise to manage and optimize Big Data Solutions

Highlights:

- Secure remote monitoring and resolution services for Big Data business solutions including IBM Pure Data for Analytics, IBM Netezza legacy systems, IBM Guardium, IBM Optim Data Privacy, IBM Optim Data Growth Solution, IBM Guardium Activity Monitor, IBM Guardium Data Encryption and other IBM Big Data solutions

- Assigned consultants provide service continuity for infrastructure coverage across hardware, operating systems, databases, storage, backup, networks, helping to:

  - Detect and resolve problems
  - Provide proactive guidance
  - Administer the systems
  - Assist application developers

Overview

In today's rapidly changing IT environment, tightly integrated appliances and reference architectures pose new challenges to traditional data center processes and staff. While these systems deliver optimized configurations for special-purpose workloads, they also require system administrators to adopt a new way of thinking about how to monitor and support them.

Essential Management Service provides customers and their staff with the help they need, a guiding hand and watchful eye that knows their business and understands the technologies that make up their Big Data solutions, to help minimize risk while optimizing system performance.

Expertise

With Essential Management, your Technical Service Manager (TSM), along with a team of IBM virtual consultants, monitor and resolve issues on your behalf. In addition, the TSM performs administrative tasks and provides guidance, insight and best practices information for your strategic initiatives, and can help your teams with enhancing their skill sets.

The TSM manages critical events for the entire process from beginning to end – from opening the support incident, to providing required diagnostic information, and finally to implementing the resolution. For system warnings, the TSM leads discussions with your teams on what the alert means and makes appropriate recommendations on workload management, capacity planning, and performance issues. The TSM also regularly monitors system health indicators, identified maintenance actions which may be required, and implements the actions according to your change management policies. For Netezza and PureData for Analytics, operational software and appliance environments are monitored on a 24x7 basis.

Essential Management Service works alongside you and your teams:

- Helping maintain and grow your business solution
- Providing advice and guidance on day-to-day issues and activities
- Proactively monitoring systems for performance concerns
- Working with your teams to resolve issues
- Proving an IBM focus on critical events
- Optionally teaming with IBM Support to develop and deliver issue resolution plans

Engage today

With a world-wide team of highly trained services professionals, you can be confident the IBM Information Management Lab Services team can help successfully manage your Big Data solutions, allowing you to focus on other areas of your business.

Essential Management Service provides assistance with:

- Administrative tasks – policy configurations and changes, add/change users, etc
- Workload optimizations – adapting the solution as workloads evolve
- Performance management – intercepting and tuning developing issues
- Capacity planning – helping you plan ahead for growth and spikes
- Operations management – expeditiously detecting and resolving issues
- Skills-sharing – guiding teams thru hands-on interactive sessions

For more information

- Visit the Information Management Software Services website: ibm.com/software/data/services

- Visit us on Facebook: on.fb.me/IMSKILLS