

# IBM On Demand Consulting for Hybrid Cloud



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## Highlights:

- Access to IBM technical experts, best practices and methodology
  - Flexible subscription model provides a cost effective alternative to full time on-site resources
  - Mitigate risk and accelerate solution deployments
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*Providing the right technical expertise at the right time*

On Demand Consulting gives your team a new way to work with IBM. With just-in-time access to a team rich in technical expertise during critical junctures in your IBM Hybrid Cloud journey, your team can mitigate risk and accelerate solution deployments.

## Why On Demand Consulting

Do you focus on business outcomes instead of focusing on infrastructure projects and problems? Do you have the required deep expertise internally to complete the project on time? IBM On Demand Consulting can help! We can provide access to multi-skilled resources to support your solution, when you need it.

## Business drivers

Here are some key business drivers for IBM On Demand Consulting:

### Skills and resources:

How can we access multi-skilled resources for our solution with multiple hybrid cloud products?

### Migrating the workload to Cloud:

Can we get help migrating a workload to cloud, reducing cost, increasing agility?

### Performance:

What are our current performance bottlenecks, and is the solution, system, or infrastructure the cause?

### Development:

How many applications do we have in development today and in the next 6-12 months?

## Benefits

- Use on demand consultants to scale your team's impact
- Reduce cost and increase productivity through a remote delivery model
- Get direct access to IBM Hybrid Cloud experts, including product engineers, without initiating a new project
- Avoid late deployments, reduce project risk, and eliminate the inefficiencies of learning by trial and error
- Eliminate application downtime and achieve results
- Share IBM best practices and methodologies across your team
- Cultivate your team's skills and add delivery capacity



## On Demand Consulting Subscription Levels

Feature	Silver	Gold	Gold +	Platinum	Platinum +
24-hour access to IBM ODC Portal	✓	✓	✓	✓	✓
Unlimited Q&A	✓	✓	✓	✓	✓
Dedicated Client Success Leader	✓	✓	✓	✓	✓
Access to toolkits and other assets		✓	✓	✓	✓
Access to knowledge library and best practices	✓	✓	✓	✓	✓
Number of subscribers with access	5 users	10 users	10 users	25 users	25 users
Flexible consulting hours	1 day/month	1 week/month	1 week/month	2 weeks/month	2 weeks/month
On-site visits				As needed up to 10 days/month	As needed up to 10 days/month
Engage an IBM expert with Live Chat			✓	✓	✓
Number products supported	1	1	3	1	3

### Deliverables

Duration is typically 3-12 months and key deliverables include:

- Direct access to IBM experts - and 24-hour access to the solution accelerators and knowledge library in the client success portal for up to 25 named contacts
- Unlimited Q&A and implementation assistance
- Flexible consulting hours, including application code review, direct access to your system to help with deployments, documentation deliverables, and solution code implementation or modification
- Weekly status call with a dedicated IBM client success leader to review current projects and assistance required for upcoming projects

### For more information

To request a call or for additional information about our offerings, please contact us at: [askACES@ca.ibm.com](mailto:askACES@ca.ibm.com). A services representative will respond within two business days.

- Website:  
[ibm.biz/ACES-Landing](http://ibm.biz/ACES-Landing)



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