



# Trusted Information

Information Management software

Benefit from our experience

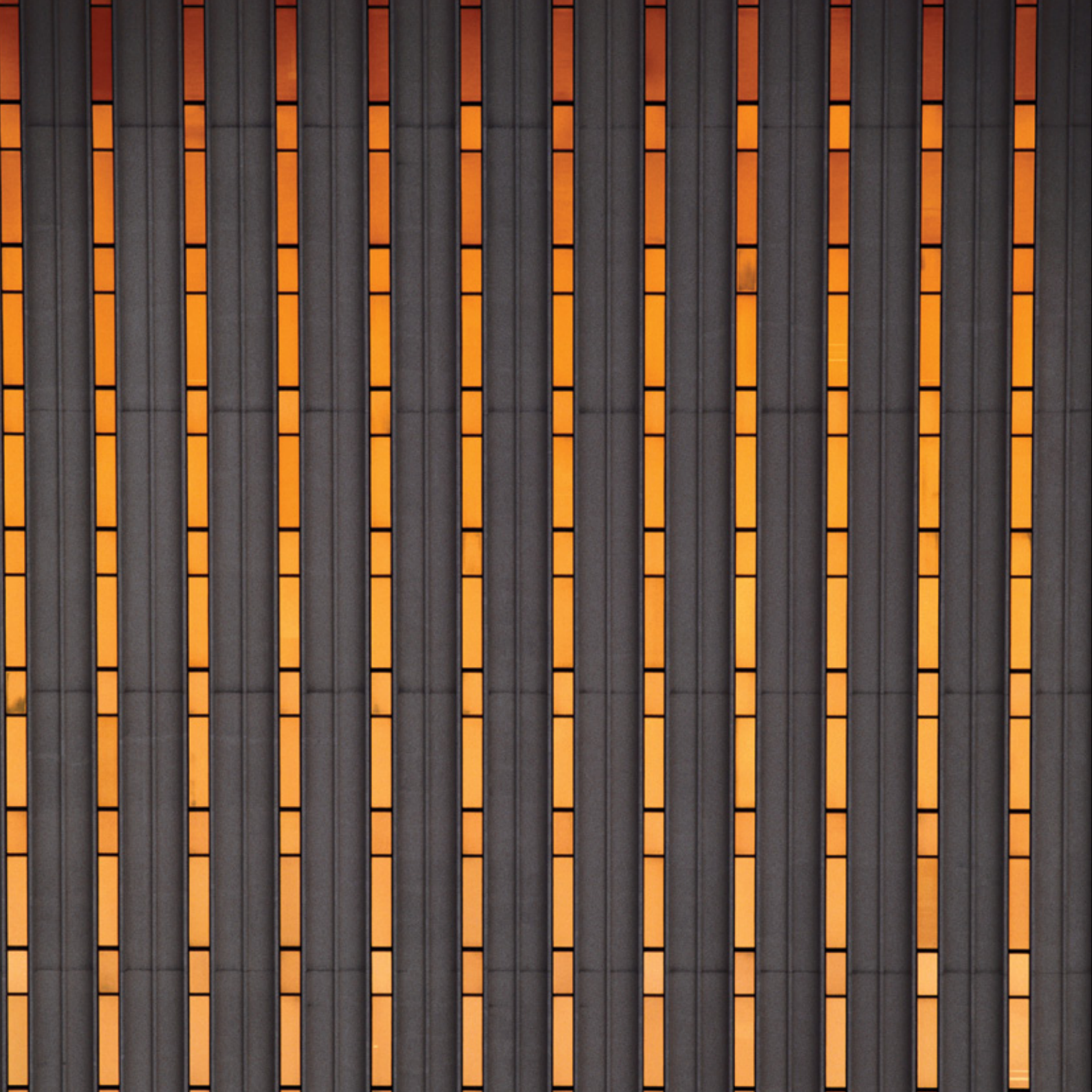
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Information Management software

**IBM Information Management Offerings: 2010-11**





# IBM Information Management

Immense capital is being invested by organizations into software to support and augment their businesses worldwide. The enormous amount of applications supported by these products, in turn bid a substantial number of IT staffs and consequent infrastructure fabrication, administration and maintenance. These investments see no bias whatsoever. All organizations; irrespective of their size are readily plunging capitals on this indispensable requisite.

These products have far-reaching impact on the fortune and efficiency of any project. Even a relatively small improvement may have the aptitude to bring in vast business benefits. The speed and quality of solution delivery; efficiency and cost-effectiveness of IT organizations; stability, reliability and security of solutions, all confide in these infrastructures.

To help you with the ongoing effort to derive the best ROI for invested capital and equip you to face the persistently changing market environments, IBM Software Services bring to you their exclusive service offerings. These services will guide through all IBM software products, help you successfully migrate or upgrade them, and simultaneously get the health of mission critical applications and software's.

We are here to help you upgrade your business, optimize them, make them smarter.





## Services Solution

Our experts help you quickly get your Information Management projects on the right track. Backed by years of proven software deployment experience, IBM Software Services for Information Management is a team of highly skilled consultants with broad architectural knowledge, deep technical skills, and recommended practices expertise. We provide worldwide support for Information Management products to make it easy for clients and partners to design, build, test, and deploy solutions— helping you to become an On Demand Business. Our expert consultants provide a installation/ configuration of IBM Information Management solutions in an environment ideal for your requirement and establish competency in translating your business requirements into possible IBM Information Management solutions. We offer hands-on experience developing and deploying IBM Information Management solutions for ongoing requirements and also provide a tailored roadmap moving forward.

## Information Management Services – Solution offerings

### Business Challenge

You know that your business can benefit from implementing IBM Information Management Solutions, but you face challenges ahead. Our experts will help you to:

- Realize value from your recent investment in Information Management Solutions
- Avoid common pitfalls while quickly and efficiently adopting a new technology
- Speed time to value to boost project return on investment (ROI)

### Why IBM Lab Services?

“Benefit from our experience” “Deep technical skills, experience and knowledge” Rely on our dedicated IBM® data server consultants to closely advise you on how to leverage information as a strategic asset for business innovation. Experience the technical insight our consultants have to offer.

- Consultants that are directly linked to IBM DB2, Informix, FileNet, IBM Information Server, Cognos, Optim, InfoSphere CDC, IBM DB2 CM and U2 Development Labs worldwide and our best practice communities
- Consultants that assist thousands of customers troubleshoot for competitive advantage
- Consultants that not only take into consideration where you are today, but where IBM Information Management technology can take your business tomorrow

### When to Engage Us?

“Short-term, Long-term, or Just-in-time engagements”

We provide a wide range of services to help you better manage your data:

- **Database implementations:** planning, installation, upgrades and redistribution
- **Database migrations:** competitive and technology refreshes
- **Data Warehousing:** custom and IBM smart analytics system
- **Data Mining and Alphablox:** installations and configurations
- **System maintenance:** health checks and performance tuning
- **Data replications services:** powerful options for moving data

- **Compliance solution services:** E-mail Archival and Data Archival
- **Support Services:** Premium Support and Jet Support
- **Data Quality Services:** Data Cleansing and Data Standardization
- **Real Time Reporting:** Change Data Capture implementations
- **HA and DR Services:** Software Implementation and Configuration Services for HA and DR
- **Installation Services:** Software Installation and Configuration Services for Production, Development and Staging environments
- **Performance Tuning Services:** Software Performance Tuning for growing workload
- **Skills transfer:** side-by-side mentors and staff augmentation

Minimize your risk, maximize your investment, and meet your business goals with the powerful combination of award-winning Information Management technology and the Lab Services consultants.

### What we can offer?

“You can’t get deeper IBM Software skills anywhere”

- Expert product consulting skills from the team that develops and delivers the products
- Solution architects by platform specialty to recommend a solution to meet your individual needs
- Access to technology labs, centers of competence & innovation centers from around the world

### For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/data/>





## E-mail compliance offering using ICC and E-mail box management/e-mail archival offering using ICC

In the wake of recent corporate financial scandals, governments and regulatory agencies worldwide are now responding by mandating new business controls. New regulations such as Sarbanes-Oxley\*\* and compliance directions from financial authorities such as the US SEC and UK FSA have been making the headlines recently. These state how executives face the possibility of disciplinary and criminal action if caught deliberately destroying business related information, or unable to provide relevant business communications for inspection and review within short time periods. At the same time, the volume of electronic information being generated within organizations, especially e-mail, has been increasing at a tremendous rate over the last decade. Business leaders are therefore struggling to find a variety of solutions to effectively manage their essential business critical information and documentation.

The integration of e-mail in the very fabric of business life has proved to be a nightmare for many company compliance officers. In numerous high profile litigation cases, well known organizations have faced additional exposure due to lack of control over the content of employees' mailboxes. This means, that for many organizations facing the challenge of complying with legal, industry and internal regulation - deploying an e-mail archiving solution is now a priority. Any company which exchanges contractual or sensitive documentation via e-mail, and must for regulatory reasons, or in case of potential future litigation, maintain records and data over a number of years, should urgently review their e-mail archiving policy.

The IBM e-mail Archiving Compliance offering delivers a comprehensive archiving solution for IBM Lotus Dominos and Microsoft exchange that provides the capability to centrally define and manage your e-mail archiving policy, as well as supporting user initiated archiving. Based on industry leading IBM Content Collector and Content Manager technology, the solution delivers the following functionality centralized archiving policy management storage of complete e-mail with the main attributes such as sender, recipient, date, subject, etc. for easy retrieval easy and reliable access to archived e-mail archive and retrieval activity logs.

But it is not all bad news – there are real benefits to proactively manage business information. An effective archiving solution will reduce messaging Total Cost of Ownership (TCO) and improve performance through smaller e-mail files and reduced server loads. IBM\* e-mail Archiving solutions enable the centralized management of archiving policies to reduce effort and ensure consistency. These solutions are

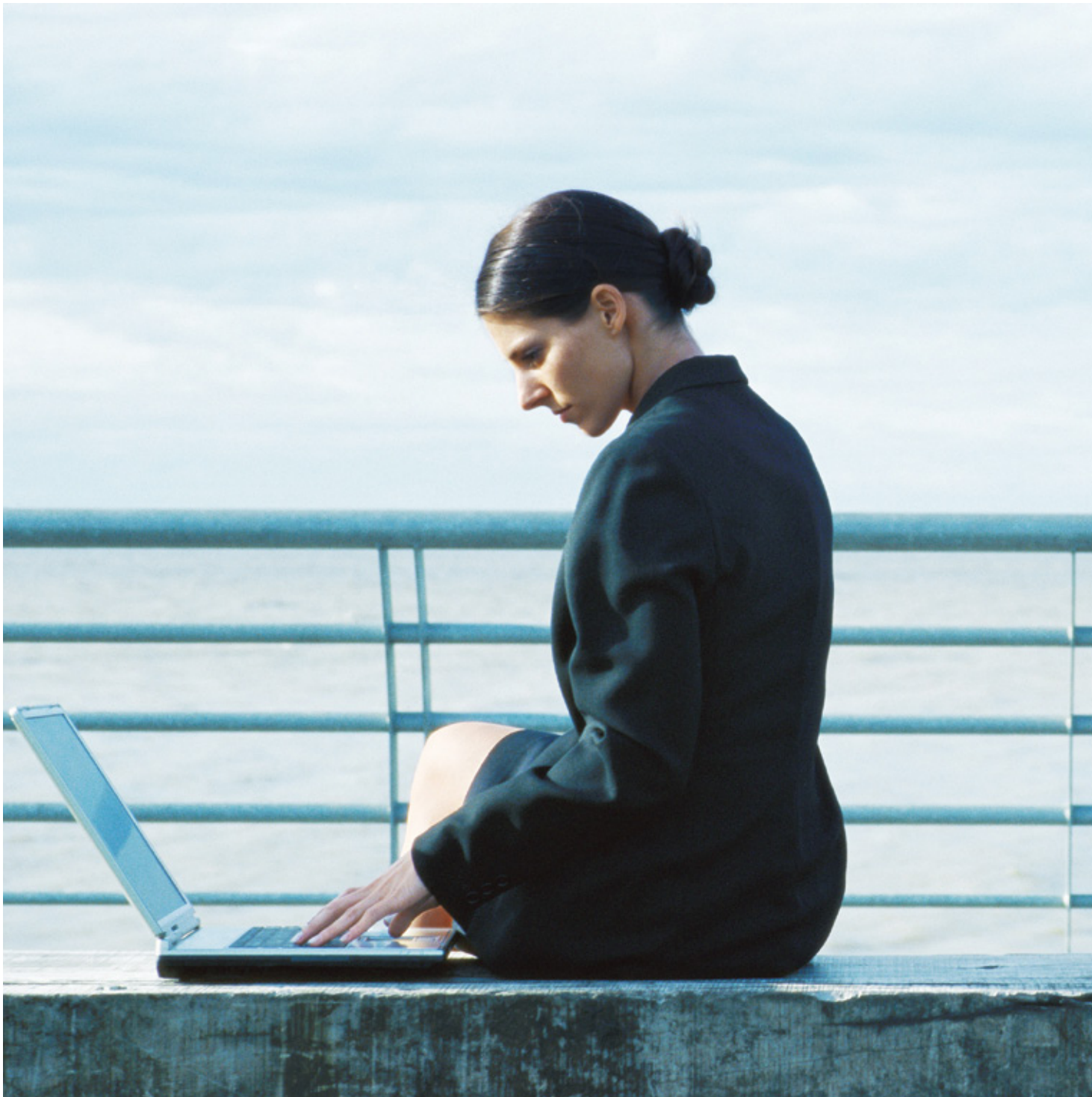
scalable and flexible enough to deal with large e-mail volumes and can meet many current and future compliance needs. This makes IBM Software Services a natural choice to support your compliance efforts and with their help and guidance, you can immediately start to deploy your e-mail Archiving Compliance solution.

A Quick Start enables solutions to be verified in a controlled environment as the first step to a rapid, controlled full enterprise deployment. Each Quick Start is 'time-boxed', modular, tightly scoped and contains a defined set of deliverables which are deployed over the duration of 2-3 weeks. The solution will commence with a joint workshop, including the participation of your key stakeholders and sponsors within the organization. Information gleaned from this exercise will enable IBM Software Services to translate your regulatory compliance requirements which are unique to your business, into clear objectives for the success of the Quick Start. IBM Software Services will then configure a IBM Content Collector installation and integrate them in up to 5 existing Notes e-mail clients (with standard e-mail templates) on a single e-mail server in your production environment. Once the Quick Start has been completed, a review will be conducted to analyze the results against the predefined objectives and to plan next steps.

- Are you looking to reduce compliance exposure by implementing an e-mail archiving solution?
- Do you need a scalable solution that will form the basis of current and future data retention compliance requirements?
- Are you looking to reduce the Total Cost of Ownership (TCO) of messaging?

The IBM e-mail Archiving Compliance Quick Start delivers a comprehensive archiving solution for IBM Lotus\* Domino\* that provides the capability to centrally define and manage your e-mail archiving policy, as well as supporting user initiated archiving. Based on industry leading IBM Content Collector Technology, the solution delivers the following functionality:

- centralized archiving policy management
- Storage of complete e-mail with the main attributes such as sender, recipient, date, subject, etc. for easy retrieval
- Easy and reliable access to archived e-mail
- Archive and retrieval activity logs This Quick Start can be easily extended to meet additional compliance requirements



In some cases it is necessary to monitor all incoming and outgoing e-mail to ensure compliance with relevant regulations. This allows the e-mails to be supervised for inappropriate content and to be quarantined for examination by compliance officers - without any possibility of end user interference. This solution also enables specific e-mails to be quickly and easily recovered in the event of litigation. Content monitoring criteria can be varied between different user populations to improve efficiency in meeting compliance needs. Further e-mail compliance enhancements include subjects such as mail template customization e.g. to include a confidentiality warning in the subject and addition of e-mail disclaimers for all outbound e-mail. There is also the possibility to extend compliance solutions to include IBM Instant Messaging.

IBM Software Services has considerable experience in deploying successful regulatory compliance engagements for many organizations across the globe. This experience, together with proven best practice, will be used to guide you through the Quick Start.

The key business benefits of the IBM e-mail Archiving Compliance Quick Start are as follows:

- Reduces the risk of non-compliance and litigation due to lack of control over e-mail content and attachments
- Cost of meeting e-mail compliance requirements is greatly reduced e.g. for e-mail content recovery in the event of litigation
- Solutions can be easily adapted to meet specific industry, country and internal company policy based compliance requirements

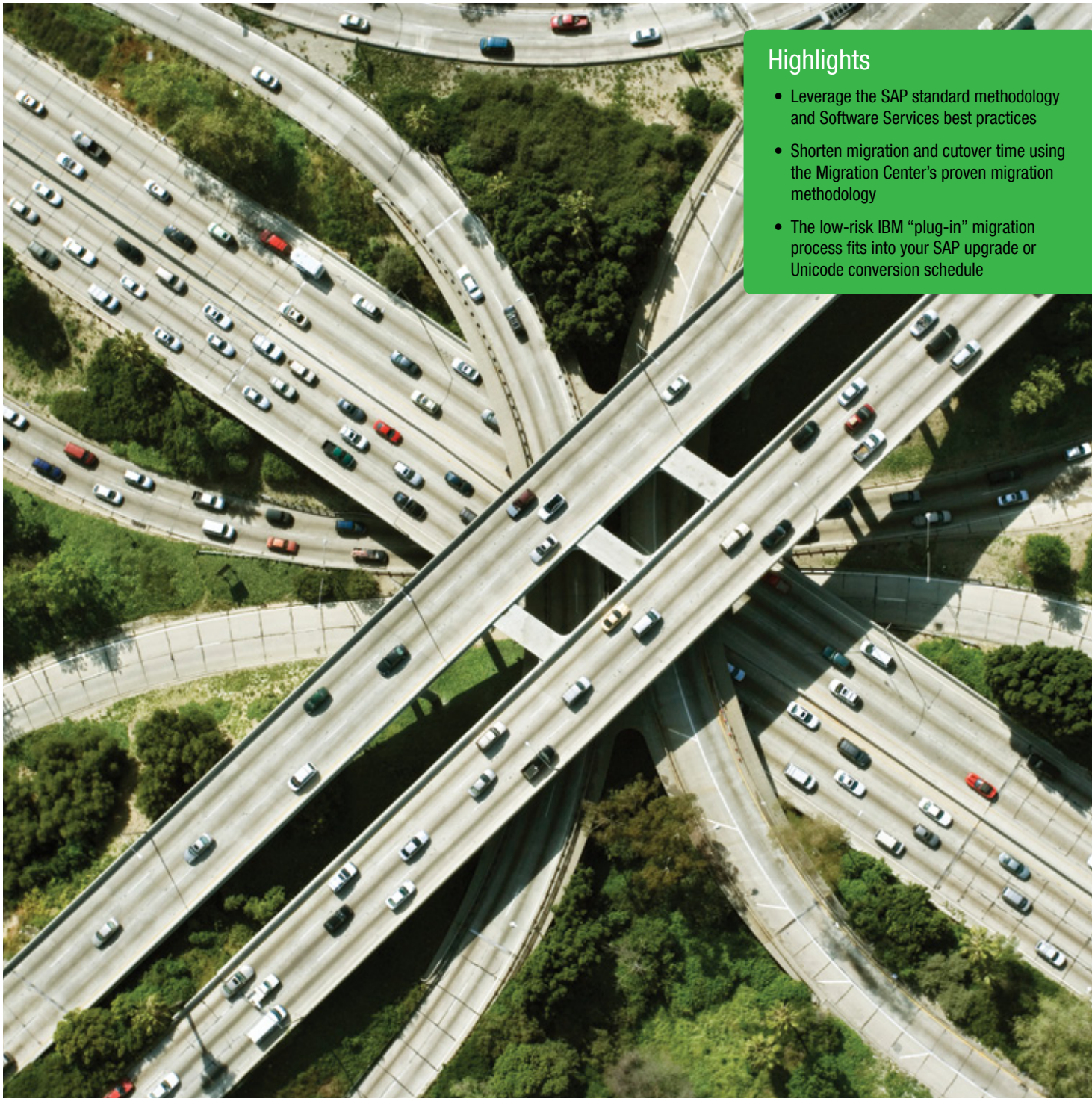
The e-mail Archiving Compliance Quick Start Offerings are service led. The price of consulting services involved in delivering the engagements are available upon request from your local IBM Software Services Sales Specialist.

**\*\*Note:** IBM does not provide legal, accounting or auditing services or represent that its services will ensure client's compliance with any particular law. It is a client's responsibility to engage competent legal counsel to advise you as to the identification and interpretation of any relevant laws affecting your business and actions needed for compliance. This report is produced for information purposes only, and is not a substitute for detailed advice in individual circumstances. While information has been prepared from sources believed to be reliable and accurate at the time of preparation, neither IBM, nor any related company, makes any warranty, or accepts any liability, in respect of any information contained herein or for any reliance thereon.

### For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:  
<http://www.ibm.com/software/in/sw-services/data/>





### Highlights

- Leverage the SAP standard methodology and Software Services best practices
- Shorten migration and cutover time using the Migration Center's proven migration methodology
- The low-risk IBM "plug-in" migration process fits into your SAP upgrade or Unicode conversion schedule

## Migration of SAP Solutions to IBM DB2

In today's competitive IT market, many leading organizations continue to evolve their IT infrastructure, applications and hardware to reduce costs and remain competitive. With the help of IBM Information Management Software Services, customers worldwide have maximized their SAP systems by providing a streamlined migration path to DB2.

With years of collaborative SAP migrations experience, IBM SAP-certified migration experts have helped customers shorten migration and cutover time using the Migration Center "best practices" methodology.

### What is the IBM SAP Migrations Service?

Developed to deliver cost-effective migrations backed by IBM experts, the Migration Center can develop a customized SAP migration plan for your organization. Our consultants strictly follow SAP standard methodology and Software Services best practices. Our consultants can migrate your database environment from source database types such as Oracle, Sybase, Informix and SQL Server to DB2. DB2 offers best-in-industry performance on SAP.

We offer several SAP migration delivery models designed to meet your resource and price targets. Our flexible approach spans from partnering with our customer to augment their staff resources at any point throughout the migration process to taking a complete leadership role and delivering the SAP migration.

### What's Involved

Our Migration Service begins with an application and database migration needs assessment. The information gathered enables our consultants to plan each migration to DB2 according to the customer's unique requirements. If a Unicode migration or SAP upgrade is already planned, the low-risk IBM "plug-in" migration process fits into your SAP upgrade or Unicode conversion schedule.

With the high-level migration plan, our consultants leverage the SAP standard methodology and Software Services best practices to deliver lowcost, reliable, and proven migrations to DB2.

#### Our standard offering includes:

- **Migration Assessment:**  
Prepare SAP migration project plan templates before the project starts to allow extra time to define the order in which your SAP landscape(s) and systems are migrated. Once the migration assessment phase starts, we perform an on-site review of your SAP landscape(s) and prepare the first source and target systems for migration

- **Pre-migration production system scan:**  
Provide a free tool and instructions for scanning the SAP ABAP layer for potential issues that will require resolution before migration
- **Production System Test Migration(s):**  
Perform one or more test migrations to reduce risk on each production system cutover. These test migrations re-executed using a copy of the production system and a target system identified by your team. Test migrations are used to tune the migration process until your cutover downtime requirements are met. Completed test migrations are referred to your team for validation to ensure a satisfactory outcome
- **Go-Live Infrastructure Check:**  
Assist you with the SAP Go-Live Infrastructure Check to ensure your environment is prepared for backup and restore activities. This includes a full migration readiness review for DB2 on the target platform
- **SAP System Migrations:**  
Execute the data export and import processes, test and refine the Unicode conversion (if applicable), and implement DB2 deep compression if it is part of your requirements. Non- production systems are migrated while the production system is being prepared for migration
- **Post-Migration Activities:**  
Provide comprehensive support for any needed performance tuning, and assist with your validation of the migrated test system.  
The Migration Center applies SAP-approved and well-established DB2 best practices to the entire migration process. We work in partnership with you to understand your unique requirements and provide a migration solution that helps minimize risks and maximize the values that DB2 can offer in your SAP environment

### Supported Migrations

IBM migrates all of the following source

databases: • Oracle • MaxDB • Microsoft SQL Server • Sybase • Informix.

### For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/data/>





# Near Real Time Operation Data Store offering using InfoSphere CDC

## The Real-Time Challenge

- **Need access to information on demand**
  - » Streamline business processes
  - » Improve customer service
  - » Real-time detailed awareness of business conditions
  - » Dynamic routing
- **Currently, many companies use batch-based processes to gather data**
  - » Provides a point-in-time view of the business
    - Data only as fresh as the previous batch cycle
  - » Bulk data extracts consume large amounts of system resources
    - Traditional data integration performed only during off-business hours

## What InfoSphere CDC offers

- **Real-time changed data capture across database systems**
  - » Captures data from production systems without impacting performance
  - » Applies data to target systems in real time
- **Transforms database operations into XML documents**
  - » Supports simple or composite XML transactions
- **Creates audit trails for full data traceability**
- **Log-based CDC captures data without interacting with database**
  - » Less system resources required to process
- **No changes or upgrades to applications and schemas required**
- **Peer-to-peer architecture does not require additional hardware**
- **Sending only changed data requires minimal network bandwidth**

## What Services Can Offer

1. Analyze the enterprise environment to establish the business requirements
2. Install and Configure the InfoSphere CDC toolkit
3. Validate the infrastructure required for the InfoSphere CDC enterprise configuration

4. Analyze and implement Replication for tables 5. Mentor the client's dedicated InfoSphere CDC resources in building InfoSphere CDC artifacts
6. Assist the client in the development of a testing strategy and capacity projection for InfoSphere CDC
7. Assist in the definition of a custom InfoSphere CDC replication
8. Assemble and deliver appropriate project documentation

Expansive Source, Target, Platform Support					
DBz/OS	Teradata	TC/IP	JMS	IBM iOS	IBM iOS
Oracle	Information Server		MQ Series	z/OS	IBM System z*
Sybase	Cognos Now!		TIBCO	AIX	IBM System p*
MS SQL Server	Netezza*		Web Methods	HP-UX	HP PA-RISC
DB2 UDB	Greenplum*		EBA	Solaris	HP Itanium
DB2i	mysql*			MS Windows	intel*
				Red Hat, SUSE Linux	Sun

\*Customizwd solution, limited requirements

## For more information

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### Highlights

- Leverage the knowledge and experience of IBM's Software Lab Services professionals
- Gain comprehensive project planning and execution, product education and on-site support
- Achieve rapid deployment of new IBM® Optim™ releases to focus on critical business issues

## Data Archival/Data Privacy offerings using IBM Optim

### IBM Optim Software Lab Services help companies increase business value

Companies worldwide depend on a variety of ERP, CRM and custom software applications to drive business initiatives. At the same time, they are striving to improve application data management and simplify their IT infrastructures to remain competitive. With IBM® Optim™ companies have been able to align the management of enterprise application data with their business objectives to help improve performance, mitigate risk and control costs. Start by leveraging the knowledge and experience of IBM's Software Lab Services professionals for rapid implementation and reliable support.

IBM Software Lab Services can help you gain the most business value from your Optim implementation. Our consultants offer a proven implementation methodology and experience gained in working with thousands of clients across industries to implement enterprise data management projects. Many of these projects address critical IT issues like data growth management, application retirement, test data management, data privacy protection, as well as application upgrades and migrations. Our services offer comprehensive project planning and execution, product education and on-site support for implementing Optim, and your autonomy is our greatest accomplishment. So whether you need targeted Optim services or end-to-end project consulting, our experts are ready to put their experience to work for you.

### Data growth management

Fueled by mergers and acquisitions, retention regulations and market growth, today's application databases are increasing in size at an unprecedented rate. Managing current data and years of rarely accessed historical data in the same environment can quickly strain capacity, degrade application performance and jeopardize customer satisfaction. Adding storage and servers provides relief, but the benefits are short-lived. To improve data management, Optim allows you to archive historical application data, safely and accurately, based on your business policies and criteria.

With Optim, you can classify application data into distinct tiers, such as active data, reporting data and reference data. To reduce costs, you can select appropriate storage media for each class of data, based on its business value and access requirements. Ongoing, scheduled archiving lets you maintain production databases at an optimal size to ensure rapid transaction processing and streamline database administration. Our consultants provide project planning, training and onsite support, enabling

clients to use Optim's proven enterprise data management capabilities to control application data growth and deliver measurable business value.

### Application retirement

Periodic reviews of your application portfolio can identify underperforming or redundant systems where maintenance costs outweigh business value. By decommissioning these applications, companies can optimize application portfolios to reduce costs and risk. Decommissioning is the practice of removing a system (application, database, or platform) from service, while retaining access to business-critical data to comply with a variety of data retention regulations.

Our consultants can help guide your decommissioning project. Optim makes decommissioning easier and safer by providing the capability to archive application data in its original business context, preserving each archived business object as an audit-ready "snapshot in time." Because Optim provides application-independent access to archived data, you can satisfy an audit or e-discovery request by using industry standard methods to query and report on archived data, even after the originating application has been taken out of service.

### Test data management and data privacy protection

Your mission-critical ERP and CRM applications drive revenue and satisfy sophisticated marketplace initiatives. As a result, there is increasing focus on application accuracy, reliability and performance to minimize downtime and engender customer loyalty. You also need to deliver reliable application updates and enhancements that support a competitive advantage.

Developers and testers depend on access to realistic test data, but security risks can challenge an organization's ability to successfully manage sensitive information, particularly in nonproduction (development, testing and training) environments. Optim provides the subsetting capabilities needed to create realistic, right-sized test databases and offers comprehensive, proven methods for de-identifying confidential data to protect privacy. Our consultants can help you implement a single test data management solution that masks confidential data and scales across applications, databases and platforms. With Optim you can create realistic but fictionalized test data that produces valid test results, while supporting data privacy compliance initiatives.





## Application upgrades and migrations

Upgrading your mission-critical ERP and CRM applications is an inevitable part of the application lifecycle. You need to deliver the advantages of new features and functionality. However, when application databases are burdened with large volumes of historical data, your upgrade projects can carry the risk of extended, costly downtime. Our consultants will help you get the most value from implementing Optim for faster, safer upgrades and application migrations. By archiving historical data prior to an upgrade, there is far less data to migrate during production cutover. Optim helps you effectively reduce the transition time and minimize the risk of business disruption. In addition, archiving can help the upgraded application databases deliver improved performance.

## Team approach to successful implementation

Successful implementation requires crossfunctional consensus. Representatives from both technology and business functions are encouraged to participate. Project teams should include subject matter experts on relevant topics, such as data retention rules, application business logic and storage administration. Depending on objectives, the following team members may be involved in one or more phases of the enterprise data management project: IT Managers, database administrators, business analysts, internal auditors, application developers, quality assurance testers, information security officers and storage administrators.

During the strategy and planning phase, clients make many of the key decisions that shape their enterprise data management project. Team members are identified, and their respective roles and responsibilities are defined. IBM presents a comprehensive implementation methodology, which sets the basis for activities and timelines. Team members, from multiple disciplines, work together to define the technical and business requirements for specific enterprise data management projects. After developing success criteria and defining environmental requirements and validation scenarios, we create a detailed project plan, including milestones and dates.

## Installation, configuration and training

Installing Optim is straightforward. However, certain configuration tasks can vary depending on the differences in each unique operating environment. Working together with experts from IBM Software Lab Services, participants take advantage of onsite support to install and configure the Optim software successfully and begin using its enterprise data management capabilities.

New Optim course offerings focus on basic and advanced techniques for managing application data growth, protecting data privacy, improving test

data management and more. Technical users will gain the knowledge and practical experience necessary to participate in Optim implementation projects and confidently perform ongoing Optim tasks. Optim training offers many flexible learning options. All courses are delivered by certified IBM Optim instructors and can be scheduled to take place at an IBM Training center or in a private onsite session at your location. Either way, the course curriculum combines lecture, discussion and hands-on experience in a lab environment.

## Consistent IBM Optim implementation methodology

Armed with a detailed project plan, participants work with professionals from the IBM Software Lab Services to move forward. Teams benefit from mentoring guidance, expert advice and best practices. In the execution phase, teams verify policy parameters and perform the initial enterprise data management processes. Business and technical representatives validate their business rules and parameters for managing application data. Finally, they determine any additional resources or tasks required.

The Optim implementation methodology is fieldtested to help companies implement Optim enterprise data management solutions quickly so that they can begin realizing the benefits. Our consultants are experienced in implementing Optim for custom and packaged applications, as well as the leading ERP and CRM applications, including Oracle® E-Business Suite, PeopleSoft® Enterprise, JD Edwards® EnterpriseOne, Siebel® CRM and Amdocs® CRM. Our consultants will work with your team to apply the Optim implementation methodology throughout all phases of Optim solution delivery.

## About IBM Optim

IBM® Optim™ enterprise data management solutions focus on critical business issues, such as data growth management, data privacy compliance, test data management, e-discovery, application upgrades, migrations and retirements. Optim aligns application data management with business objectives to help optimize performance, mitigate risk and control costs, while delivering capabilities that scale across enterprise applications, databases and platforms. Today, Optim helps companies across industries worldwide capitalize on the business value of their enterprise applications and databases, with the power to manage enterprise application data through every stage of its lifecycle.

## For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/data/>





## Highlights

- Rapid Deployment Package (RDP) for Master Data Management (MDM) preintegrates InfoSphere Information products to dramatically reduce time to value for MDM projects
- For Information Server users, this offering leverages existing skill sets, software and hardware to lower even further the total cost of implementing an MDM solution
- Optional data preparation workshops and training enable customers who are new to InfoSphere products to quickly become self-sufficient
- Rapid Deployment Package for MDM lets you start small and grow big

## MDM – Fast Track offering

### Managing your customer information is critical to your success.

If your CEO asked you for all of the business you did with a specific customer, how long would it take you to get it?

When customers call into your call center, does the person answering the phone have access to the customer's entire relationship with you and do they understand the total value of the customer to you?

Are you getting all of the value out of your CRM or ERP System or is the quality of your customer data impacting your ROI?

For most businesses, customer information is an extremely important and valuable asset. However, as a result of companies growing over time, often in a siloed fashion, customer data is often spread across multiple operational systems. This process has led to the inability to obtain complete, accurate, consistent and timely information in the form that it is needed in. IBM recommends a "start small" to "grow big" approach by leveraging the Rapid Deployment for MDM package of services when looking to implement any master data management solution.

### Rapid Deployment for MDM focuses on...

Delivering a solution that provides an initial 360 degree view of your Customers quickly. This allows you to understand the entirety of your relationship with a customer.

Implementing RDP will provide you with automated identification and correction of duplicate names & addresses as well as standardization, all providing you with a solution to maintain the quality of your customer information over time.

Customer names, addresses and relationships to accounts, products and / or contracts are used to enable select departments, such as Customer Service, to quickly search for a customer and get a complete picture of your relationship to that customer.

### The RDP for MDM solution requires the following product components:

- DataStage
- QualityStage
- Information Services Director
- MDM Server

The solution has been built to tightly integrate all of these components

in order to truly accelerate the time to deployment and value, while providing a complete solution to support your enterprise.

### InfoSphere Professional Services RDP Data Preparation Workshop

Deploying the RDP for MDM solution can start with our InfoSphere Professional Services led workshop. The data preparation workshop, when combined with our training offerings, enables you to be independent after the very first project. During the data prep workshop IPS Professional Services will work with you profile up to 2 source systems, and map these source systems to IBM's MDM format. The data prep workshop will provide you with the tools and data expertise to support source to target mappings for your initial and future deployments, as well as leave you with an installed development environment with DataStage jobs to do the mappings.

### Execution of this data prep workshop will require two additional IBM products:

- Information Analyzer to perform data profiling and analysis
- FastTrack to map from the source to IBM format

### InfoSphere Professional Services Deployment for RDP

The RDP for MDM Services offering has been developed to support the deployment of the RDP for MDM solution. The InfoSphere Professional Services team will lead, but look to deliver the solution in parallel with your resources. Some of the specific deliverables included in this offering are:

**Implementation**— All the tasks required to implement and configure the RDP solution for your environment. This will include product installation & dev environment configuration, implementation of mapping rules, duplicate suspect processing rules, delivery of associated design and configuration documentation, and more!

**Post Deployment**— All the tasks to ensure that your solution is ready for production. This will include support for test plan development, integration testing, functional testing, user acceptance, and data stewardship.

The InfoSphere Professional Services team has the tools and experience to start you off on your MDM journey.





## Your independence is our greatest success

That is the underlying theme to our delivery approach for RDP for MDM. We believe that nothing is more important than transferring our knowledge to your organization. This provides you with long-term self-sufficiency through our mentored and parallel working approaches.

## Your blueprint to success

IBM's Integrated Methodology for InfoSphere is a framework for delivering all our InfoSphere solutions, including RDP for MDM. It is a comprehensive, well structured, proven approach that leads a client's project team from initial planning and strategy through to implementation. A flexible delivery model adaptable to any customer environment, the methodology is a set of project management practices and principles that allow organizations to build an infrastructure foundation that is scalable and extensible.

The methodology is not based on any specific product; rather it is vendor-independent, enabling rapid design, development, and deployment of any information solution.

### **Clients overall MDM roadmap**

An overall MDM deployment roadmap should build off of the results of the first release in order to cement commitment and accelerate additional benefits.

The delivery of a Rapid Deployment for MDM package can result in a first release production system or may be considered a "Proof of Concept" that future projects can build off of.

## Engage Today

With a world-wide team of highly trained services professionals, IBM InfoSphere Professional Services can help build your solution with confidence while assuring that the business needs and expectations of your organization are met. Our experts are ready to assist your organization with:

- Establishing project goals, expectations
- Creating communication strategies
- Maximizing the return on your investment
- Reducing project delivery times, complexity and risk
- Reducing total cost of ownership

Available for whatever the delivery approach your business requires, the IBM InfoSphere Professional Services team will produce results quickly, and will help to put your project on the road to success.

## For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/data/>





## Threat and Fraud Intelligence solution offering from IBM Identity Insight

Threat and fraud issues are intensifying. The frequency and types of threats are increasing dramatically. Threats are increasingly asymmetrical - that is, related in non-obvious ways making them much more difficult to detect. The perpetrators of fraud range from elderly people using minimal “technology” to criminal and terror syndicates with sophisticated global fronts and networks. Astute criminals take advantage of many cultures around the world to hide identities and assets..

### Threat and Fraud Intelligence Solutions:

- **Civilian Government:** For many years, governments world-wide have delivered service to their citizens/constituents through a programmatic business model. This model is characterized by numerous policy departments with multiple programs, each with program specific service delivery channels (in person offices, phone centers, internet and the mail). For some time, it has been evident that this model is complex and frustrating for citizens/constituents to navigate, expensive and focused on transactions, not desired outcomes. There is a better way to deliver government service
- **Intelligence:** IBM's Real Time T&FI delivers to Intelligence and Law Enforcement the most comprehensive analytic capability for lead identification, relationship detection and cross departmental, agency intelligence sharing in real time. This analytic capability is used to generate leads, follow-up on leads, and identify dangerous relationships
- **Financial Services:** Protecting against money laundering and fraud and ensuring compliance can safeguard global financial institutions' reputations, streamline processes and curtail costs. Banks realize the need to enhance their current technology systems, and increases in their risk and fraud, antimoney laundering and compliance budgets reflect the ever-evolving threat landscape and stricter compliance regulations with which they must reckon
- **Insurance and Healthcare:** For health care payers, the ability to answer the question “Who is Who?” has never been more important. An unclear or incomplete view of a member can contribute to a wide spectrum of problems ranging from unauthorized payments and suspended Medicare privileges to lawsuits, public relations nightmares, and more
- **Market Segment Reviews:** Market segment review for of following domains: Financial Services Segment Review, Intelligence Segment Review, Law Enforcement Segment Review, Program Benefit Intelligence Segment Review and Single View of Citizen Segment Review

IBM Services typically includes following activities in an IBM Identity Insight implementation

### Definition Phase

1. Document overall project scope and mission
2. Requirements Analysis
3. Verify data source requirements
  - a. Alert requirements
  - b. Pipeline requirements
  - c. Hardware requirements
  - d. Capacity and performance requirements
4. Identify development / test environment
5. Identify resource requirements (Customer and IBM)
6. Define acceptance criteria
7. Risk assessment and mitigation planning

### Solution Design Phase:

1. Conduct Desk Side Product Familiarization Sessions
2. Assist with installation and configuration of test environment
3. Create Test Plan and Test Cases
4. Assist customer with validation strategy including test scenarios / test data
5. Assist customer with User Acceptance Test Plan
6. Detail Analysis/Design
7. Review source system operations / data quality
8. Provide data mapping / acquisition design requirements
9. Technical Documentation including Architecture diagram
10. Conduct Design Review(s)
11. Change Management as/if needed

### Implementation Phase:

1. Install software
2. Install / create pipelines
3. Configuration and tuning
4. IBM Unit and System Test
5. Assist Customer with data and system validation
6. Assist with User Acceptance Testing
7. Assist with Production Hardware configuration
8. Migrate to Production

### For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/data/>





### Highlights

- Leverage the industry's premier database experts to seamlessly upgrade with minimal downtime
- Take advantage of the power of DB2 v9 and optimize your database for future growth
- Gain DB2 v9 skills quickly and efficiently with expert advice and knowledge transfer directly from our consultants

## DB2 v9 Upgrade offering

Today's leading organizations require more from their database environments to accommodate growth and capitalize on new market opportunities. Getting up and running quickly with new technology is essential to business success. Thousands of customers leverage IBM Software Services, the industry's premier database experts, to upgrade to IBM DB2® v9 with minimal downtime.

### What is an Upgrade Service?

The IBM Upgrade Service provides on-site expertise to take advantage of the power of DB2 v9 and optimize your database environment for future growth. Our mentors help your staff install and configure DB2 v9 in your organization's existing environment, including the migration Highlights of the existing databases. The service specifically addresses:

- Version to version planning
- Software installation
- Migration of existing databases
- Application enablement
- New features education and optimization for your environment

IBM DB2 Enterprise Server Edition 9 for Linux, UNIX, and Windows provides the ultimate performance, scalability, reliability, availability, and security all in a cost-effective platform that is open and flexible and supports key industry standards. Additionally, improved integration with key development platforms can help application developers increase productivity.

### What's Involved

When engaging IBM Software Services, you can be confident that you are working with the industry's leading experts. Our Data Server consultants will work closely with your database administration staff to identify and address all elements in the existing system prior to the upgrade process. Gain DB2 v9 skills quickly and efficiently with expert advice and knowledge transfer directly from our mentors.

Our consulting team will deliver a custom report detailing the pre-upgrade process for your specific environment, configuration modifications made to the default database settings, and specific operational processes required to administer your unique database system.

Expert on-site coordination of an Upgrade Service includes:

- Physical layout and database design review
- Configuration
- Basic Performance Tuning
- Identify uses for new DB2 v9 technology with your staff
  - » pureXML™
  - » Compression
  - » Partitioning
  - » Security
  - » Autonomics

Once you have upgraded to DB2 Enterprise v9 you can enhance your environment by taking advantage of these additional optional components:

- **Application Enablement:** Once DB2 v9 is installed and configured and the database(s) migrated, existing applications will be reconfigured to work with the databases
- **Performance Tuning:** Consultants provide basic configuration and tuning assistance for the databases after DB2 v9 is installed. The focus of the tuning is specific to the new version of the database. If in-depth performance tuning is required, it should be requested at the time of purchasing the Upgrade Service
- **Education on New Features:** Data Server consultants review the new features offered in DB2 v9 with the customer staff, and, if applicable, discuss how the new features can be exploited and implemented in the migrated environment

### For more information

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### Highlights

- Leverage the industry's premier database experts to seamlessly upgrade with minimal downtime
- Take advantage of the power of DB2 v9 and optimize your database for future growth
- Gain DB2 v9 skills quickly and efficiently with expert advice and knowledge transfer directly from our consultants

## DB2 HA and DR – Install, Configure, Secure and high availability offering

Today's leading organizations require more from their database environments to accommodate growth and capitalize on new market opportunities. Getting up and running quickly with new technology is essential to business success. Thousands of customers leverage IBM Software Services to ensure their database environment is installed and running with minimal downtime.

### What is a Quick Start Service?

A Quick Start Service from IBM Information Management Software Services provides assistance with installation and configuration processes and helps you exploit the newest functionality in IBM DB2® v9 including:

- XML
- data compression
- data partitioning
- security
- autonomics
- load enhancements

Upgrade to take advantage of the power of DB2 v9 and optimize your database to better handle future growth. IBM DB2 Enterprise Server Edition 9 for Linux, UNIX, and Windows provides the ultimate performance, scalability, reliability, availability, and security.

### What's Involved

When you engage IBM Software Services, you can be confident that you are working with the industry's leading database experts. Our Data Server consultants assist you with a custom installation plan of DB2 Data Server products to match your environment.

Gain DB2 v9 skills quickly and efficiently with expert advice and knowledge transfer directly from our mentors on the administration and operational procedures required to support the Information Management software in your unique environment. Our mentors ensure that your team is fully prepared to support your new software.

Our consulting team will deliver a custom report detailing the installation process for your specific environment, configuration modifications made to the default database settings, and specific operational information required to administer your unique database system.

### This service offering may include:

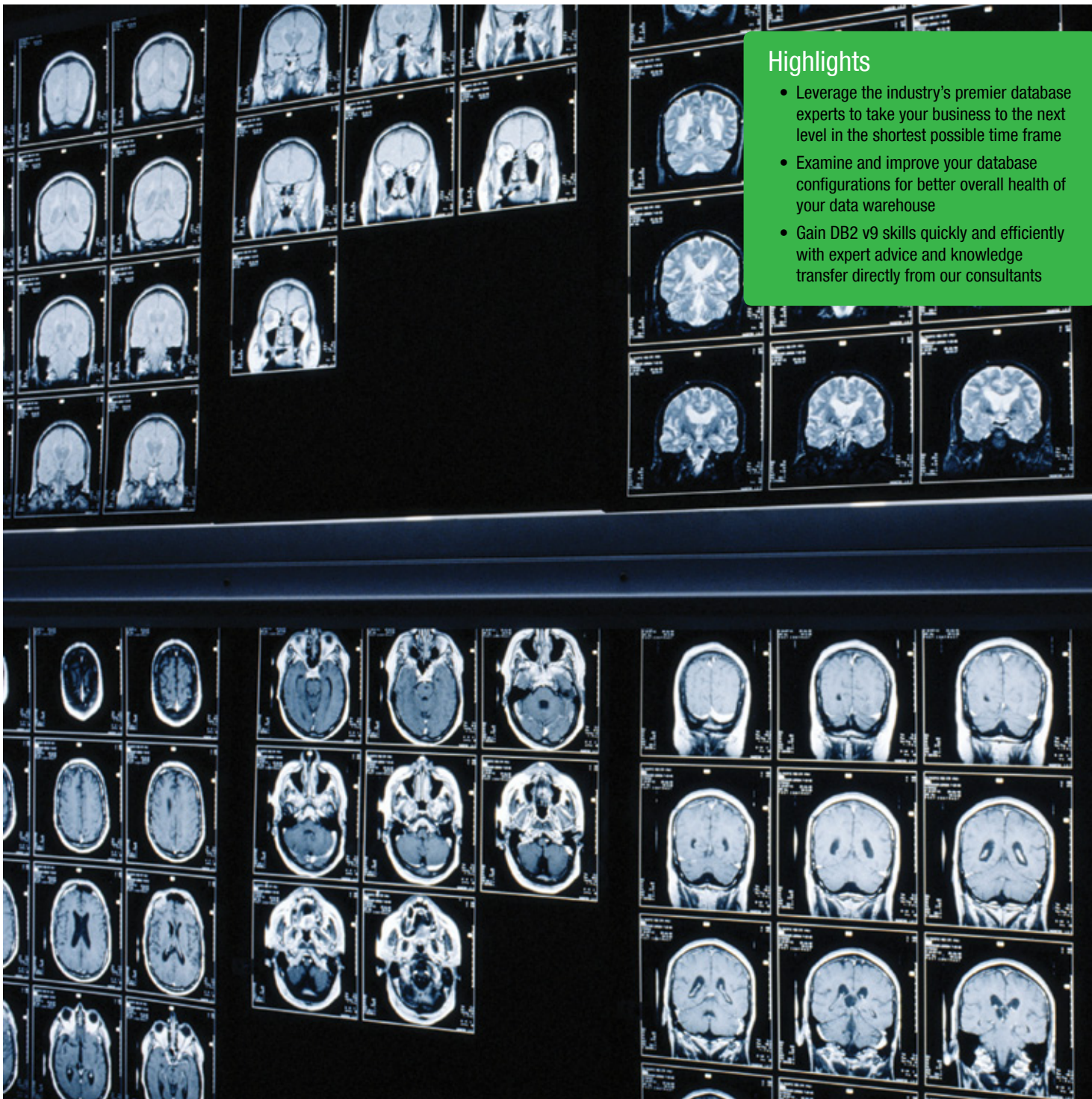
- Create a customized roadmap to take you beyond basic implementation
- Installation and configuration of DB2 v9
- DB2 initial database creation
- Analysis and review of new DB2 v9 functionality
- Leverage DB2 Autonomics and Storage Management to minimize administration time and issues
- Mentoring of your IT staff
- Hands on training and knowledge transfer
- Sharing of Information Management Training

### For more information

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## Highlights

- Leverage the industry's premier database experts to take your business to the next level in the shortest possible time frame
- Examine and improve your database configurations for better overall health of your data warehouse
- Gain DB2 v9 skills quickly and efficiently with expert advice and knowledge transfer directly from our consultants

## DB2 Health Check offering

Today's leading organizations require more from their database environments to accommodate growth and capitalize on new market opportunities. Since the overall health of these database systems are critical, thousands of customers leverage IBM Software Services to ensure their database environment is running efficiently in the shortest possible time frame.

### What is an IBM HealthCheck?

An IBM HealthCheck Service is designed to examine and improve your database as well as target all parts of your data warehouse for better overall health. You can rely on IBM Information.

Management Software Services to help your organization get the most from your DB2® v9 environment and make even greater performance gains while avoiding future costly issues.

The latest release of IBM DB2 Enterprise Server Edition 9 for Linux, UNIX and, Windows provides the ultimate performance, scalability, reliability, availability, and security all in a cost-effective platform that is open and flexible and supports key industry standards. Additionally, improved integration with key development platforms can help application developers increase productivity.

### What's Involved

When engaging Software Services, you can be confident you are working with the industry's leading database experts. The HealthCheck is more than just a system review. It is tailored to meet the identified needs of the business and is also an ideal opportunity to mentor your staff on the latest DB2 best practices.

Gain DB2 v9 skills quickly and efficiently with expert advice and knowledge transfer directly from our mentors on the administration and operational procedures required to support the Information Management software in your unique environment. Our mentors ensure that your team is fully prepared to support your new software.

### The primary activities undertaken in the HealthCheck offering are:

- **DB2 Enterprise v9 instance review**
  - » Software level and installation
  - » Instance level configuration
  - » Registry definitions
  - » Review of instance level error logs
- **DB2 Databases**
  - » Configuration
  - » Object layout and definition
- **Operational considerations**
  - » Review recent critical outages and determine root cause
  - » Monitor functioning database environment during peak and off-peak times
  - » Review customer operational procedures for high availability and recovery
- **Hardware configuration review**
  - » Optimal disk layout (disk controllers and CPU and memory configurations)
  - » Use of DB2 compression
  - » Use of DB2 Storage Management
- **Operating system review**
  - » Parameters affecting DB2 communication
  - » Parameters affecting DB2 performance
  - » Review of operating system error logs

### For more information

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### Highlights

- Reduce support costs and maximize performance as warehouse deployments expand and BI applications are added
- Get a total view of your Business Intelligence environment for better performance analysis and increased capacity planning
- Leverage our deep technical skills to implement a better performance management solution faster and easier

## DB2 Performance Tuning offering

Today's leading organizations require better performance from their database environments to accommodate growth and capitalize on new market opportunities. Thousands of customers leverage IBM Software Services, the industry's premier database experts, to make it easier to enable their data warehousing environments to handle increasing needs for business intelligence across the organization.

### What is the DB2 Warehouse Performance Tuning?

The new DB2® Warehouse Performance Tuning provides advanced capabilities for reporting and analysis of data, system and network utilization that will help enterprises more quickly and easily deploy, manage and scale all database applications applications. Understanding the impact of different applications and users on data warehouse resources and performance is essential to managing information as a strategic asset.

#### The service specifically addresses:

- **Performance Monitoring:**  
Workload monitoring and performance reports and analytics
- **Performance Optimization:**  
System optimization and extreme workload management

This service helps reduce support costs and maximize performance as warehouse deployments expand and BI applications are added. The Suite helps customers more effectively manage complex BI and Data Warehouse environments through a comprehensive, end-to-end monitoring approach that provides insight on all aspects of the data lifecycle.

### What's Involved

Our Data Server consultants can work independently, or with your DBA staff to implement the Performance Tuning and more quickly optimize your database environment for immediate business impact. Our mentors provide knowledge transfer and assistance that can encompass the administration and operational procedures required to support Information Management software in your unique environment. When engaging IBM Software Services, you can be confident that you are working with the industry's leading experts.

#### DB2 Warehouse Performance Tuning service includes:

- Installation and configuration of the Suite
- Creation of Performance Optimization Feature objects
- Enablement of DB2 Performance Expert and Workload Manager
- Analysis of data collected while monitoring database systems
- Creation of dashboard, reports and alerts

#### Knowledge transfer on components Benefits of the Suite include:

- **Measure usage trends:** Track and measure user, data, and system usage patterns and utilization
- **Decrease daily "fire drills":** Analyze database workload to determine the most relevant areas for tuning
- **Reduce complexity of SQL queries:** Identify complex queries and operations to measure activity and impact
- **Improve data architecture:** Identify frequently used tables and columns impacting performance
- **Develop archiving plans:** Discover unused and dormant data
- **Optimize system parameters:** Analyze the impact of parameter changes on database workload
- **Control database workload:** Implement optimal workload management policies; measure the impact, uncover inefficiencies, and take corrective actions
- **Faster results:** IBM Software Services can work quickly and efficiently to optimize your database environment with the Performance Tuning

### For more information

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## Highlights

- Professional installation of Information Server by InfoSphere experts
- Configurations to meet your specific needs
- Develop staff skills through onsite mentoring and hands on activities
- Knowledge of InfoSphere standard practices transferred to your team

# IBM Information Server Installation offering

## Overview

The InfoSphere Installation Services offering for Information Server is an expert consulting service offering to ensure a seamless low risk approach to installing the Information Server product suite to support a larger project initiative. Installation of any software product can prove to be both time consuming and costly if the right experience and knowledge is not leveraged to support it. InfoSphere Professional Services draws on years of deployment experience, proven methodologies, and standard practices to support a timely, reduced risk delivery of a successful product installation.

## Installation Offering Scope

The Installation offering contains four components to ensure a successful environment outcome:

- **Scope and Definition Workshop** : The purpose of this prerequisite activity is to equip our installation consultants with the information they need to fully understand your business goals and installation requirements. This is achieved by having your key technical team members fill out our pre-install check list. Once complete, our installation consultants will analyze the results and complete a high level proposal outlining recommended phases and approximate duration of the work required. Effective upfront planning will help to ensure that there are no costly surprises, and that your expectations will be met at the conclusion of the installation effort
- **Information Server Product Installation**: Relying on the pre-install check list, our InfoSphere installation consultants will work with your team to install the InfoSphere software according to the installation plan developed during the prerequisite activity. Once the actual product installation has been completed, our InfoSphere installation consultants will configure your environment to meet the specific needs of your organization. This configuration work will include integrating each product component into your infrastructure
- **Environment Testing**: Once the configuration of the environment is complete, InfoSphere installation consultants will perform a series of validation tests in accordance with the installation plan. The objective of this testing activity is to ensure that the product components are working properly, both independently and in conjunction with one another
  - **Knowledge Transfer**: A standard practice document customized to your specific environment is delivered as part of the Knowledge Transfer activity. This document includes the specifications regarding the configuration for your environment and recommended next steps towards

deploying your data integration solution. This document will be reviewed with you by InfoSphere consultants, which will complete the knowledge transfer activity, ensuring faster adoption of the Information Server product in your environment

## Delivery Time

The InfoSphere Services team will work with you to understand and scope the installation requirements pertaining to your specific environment. The installation offering duration varies from 2-4 weeks depending on the product components purchased and installation specific requirements.

## IBM InfoSphere Services

IBM offers a broad set of services offerings designed to maximize success with the InfoSphere product suite through standard practices developed across numerous successful deployments. Intended to establish a foundation of product knowledge and guidelines, these strategic workshops and offerings are customized to the customer's existing environments, standards, and methodologies.

IBM's objective is to provide the most cost effective and expedient means of achieving project goals through the utilization of the IBM InfoSphere product suite, repeatable processes, and consistent deliverables. To achieve these goals and ensure the continued success of our initiatives, IBM leverages standard methodologies, proven consulting expertise and experience refined throughout hundreds of successful client engagements.

## For more information

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### Highlights

- Identify points of data congestion
- Leverage IBM performance improvement techniques
- Analyze your technical environment and targeted sample jobs
- Employ IBM standard practices and methodologies

## DataStage Performance Tuning offering

### Performance Tuning

The Performance Tuning workshop guides clients' technical staff through IBM standard practices and methodologies for review, analysis and performance optimization using a targeted sample of jobs and environments. The objectives of the workshop are to identify potential areas of improvement, demonstrate IBM processes and techniques, and provide a final report that contains recommended performance modifications and IBM standard practice guidelines for performance tuning.

### Analyzing performance

Consultants from IBM help to identify potential points of data congestion by analyzing components of the environment including:

- IBM InfoSphere® DataStage® configuration
- Hardware interaction
- Software relationships
- Database performance and usage
- Data volumes and loads
- Data touch points
- Lookup strategy
- Source and sort strategy
- Data partitioning methods
- Job design concepts

### Creating solutions

The results of the effort are captured in the performance tuning report, which is a customized standard practice document that details IBM recommended performance enhancements and the results of any modifications that may have been made to the system during the consulting engagement. Optimization recommendations such as configuration parameters, data placements and design modifications are provided based on clients' unique environments.

### IBM InfoSphere Professional Services

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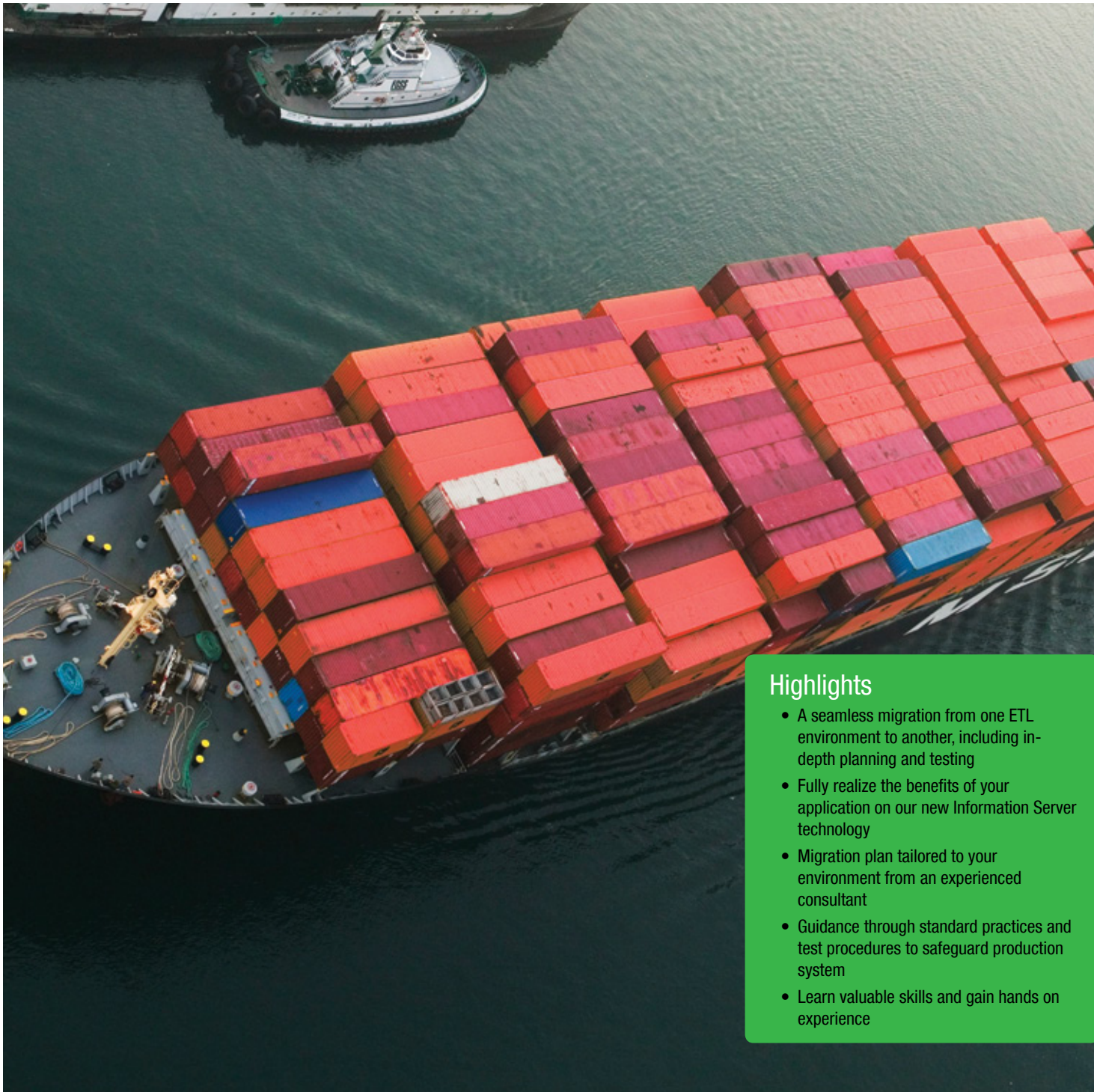
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### Highlights

- A seamless migration from one ETL environment to another, including in-depth planning and testing
- Fully realize the benefits of your application on our new Information Server technology
- Migration plan tailored to your environment from an experienced consultant
- Guidance through standard practices and test procedures to safeguard production system
- Learn valuable skills and gain hands on experience

# IBM Information Server Competitive Migration offering

## Introduction

The InfoSphere Services Migration offering provides you the assistance you need to successfully migrate existing applications developed with DataStage, Information Server, or other applications to the Information Server parallel framework.

Information Server leads the industry in performance and scalability for data integration. By leveraging the parallel platform, organizations are able to reduce processing windows and maximize their hardware investment. Through this offering, we expedite the transition moving your existing server jobs to the new paradigm. This will allow you to leverage your existing investment and is a key step in establishing a standardized Information Server Version 8.X environment across your organization.

## InfoSphere Services Migration Assessment Services

To complete a migration activity and to take full advantage of the new architecture available with IBM's InfoSphere Information Server product, a thorough understanding of the differences in jobs across the different versions of Data Stage, Information Server, as well as any other applications you may have is required. The Migration Assessment Services Offering will allow InfoSphere Services to quickly assess this information, which will drive the definition of the overall scope required to complete your migration initiative. Upon the conclusion of the assessment, you will have an understanding of what it will take to complete your migration, cost, as well as recommendations for next steps to take in order to execute your migration.

## Migration Implementation Services

Upon completing the Migration Assessment, the next step is to execute the Migration. There are two different approaches that can be taken to complete a Migration implementation: Accelerated or Custom Migration Services.

- **Accelerated Migration Services:** This reduced cost approach will require a combination of both on and offsite work for InfoSphere Services resources. Once jobs have been selected for migration, InfoSphere Services will arrive onsite to complete any remaining analysis and design work. The jobs will then be sent offsite to be converted to the new parallel framework by IBM resources. Unit Testing will also be conducted offsite. Once complete, the jobs will be

delivered back for you to complete any systems integration and user acceptance testing in preparation for production rollout. You as the customer will then take the necessary steps to roll these jobs into a production environment. IBM will provide support as required during the system integration, user acceptance, and production rollout of these jobs

- **Custom Migration Services:** The InfoSphere Services Custom Migration service is an IBM lead turn-key, complete migration of a customer's DataStage, Information Server, or other application server jobs to the parallel platform, including any re-architecture requirements. The execution of the offering includes all necessary testing and production rollout activities, and will leverage standard practices and advanced optimizations practices

IBM looks forward to working with you on determining and executing upon an approach to your migration initiative.

## IBM InfoSphere Services

IBM offers a broad set of services offerings designed to maximize success with the InfoSphere product suite through standard practices developed across numerous successful deployments. Intended to establish a foundation of product knowledge and guidelines, these strategic workshops and offerings are customized to the customer's existing environments, standards, and methodologies.

IBM's objective is to provide the most cost effective and expedient means of achieving project goals through the utilization of the IBM InfoSphere product suite, repeatable processes, and consistent deliverables. To achieve these goals and ensure the continued success of our initiatives, IBM leverages standard methodologies, proven consulting expertise and experience refined throughout hundreds of successful client engagements.

## For more information

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### Highlights

- Minimize downtime by quickly restoring applications
- Increase the availability of mission critical applications
- Install and configure a high availability environment
- Leverage IBM High Availability standard practices and methodologies

# IBM Information Server High Availability Architecture and Implementation offering

## High Availability Architecture

High availability solutions are designed to allow for mission critical applications to be available in case of a component failure. High availability combines software and hardware to minimize down time by quickly restoring critical applications when a server or hardware component fails. This workshop shares IBM's high availability standard practices and methodology with clients and implements the architectural modifications necessary for high availability processing using the DataStage parallel framework.

## Determining the Right Approach

TLed by a senior technical architect from IBM, the workshop centers on

- Assessing clients' current technical environments
- Reviewing project goals and objectives
- Defining the scope of the high availability implementation as it pertains to your environment
- Creating scenarios – scripts, installs and batches
- Installing and configuring the high availability environment for InfoSphere parallel framework applications

The following deliverables are provided as part of the workshop:

- **High Availability Standard:**  
Practices Document – IBM provides a customized copy of the standard practices document that includes the configurations and scripts created.
- **Installed and Configured Software**

## IBM InfoSphere Professional Services

IBM offers a broad set of services offerings designed to maximize success with the InfoSphere product suite through standard practices developed across numerous successful deployments. Intended to establish a foundation of product knowledge and guidelines, these strategic workshops and offerings are customized to the customer's existing environments, standards, and methodologies.

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### Overview

- Now that you have chosen IBM's ECM software to help you manage your content, business process, and compliance requirements, you want to get your ECM solution up and running. But how do you implement it in the fastest, most economical manner?
- The answer is IBM ECM Product Implementation Services. When it comes to achieving a rapid return on your investment, nothing compares to having the help of the people who wrote the book on implementation methodology, IBM ECM Lab Services.

## FileNet Basic Installation offering

ECM Implementation Services are fixed-scope, fixed-priced packages that help you get your ECM solution off on the right start. Packages include planning, installation, and knowledge transfer services to ensure your ECM solution has a solid foundation and is certified for IBM support.

Our implementation process is based on a set of standards derived from many years of experience executing successful product implementations.

We work hand-in-hand with your staff so that your organization can optimize its learning and involvement in the implementation process.

During the implementation engagement, your ECM Lab Services team reviews your configuration (installed hardware, software, network configurations, access methods, traffic analysis, user sites, etc.), as well as many other essential facts about your operations and business requirements. With this information, we prepare an implementation master plan that is tailored to the unique requirements of your organization and allows you to manage future system changes, audit any production issues, and document system procedures. Additionally, you receive a complete project timeline and installation checklist to closely track the progress of your installation. Three ECM Implementation Package types are available to help you.

### Install Packages

The Install Package is the starting point to deploying your productionlevel solution. Whether you, ECM Lab Services, or your IBM business partner develops your ECM applications, you require a solid foundation. The Install service includes rapid installation as well as system administration knowledge transfer to provide you with a solid foundation for the deployment of your specific business solutions. Each IBM ECM product has an associated Install Package, which includes travel expenses in the package price.

### Fast Start Services

Fast Start Services are value-added extensions to our Install Packages.

They provide a limited businessspecific configuration of standard product functionality to expedite you into production usage. These services include:

- Business Requirements Analysis
- System Design & Configuration
- Testing & Rollout

### Mentoring Services

Mentoring Services provide limited business specific mentoring to bridge the gap between the product install service and formal IBM education courses. These value - added extensions to the Install Packages help you identify and implement the next steps required to deploy your ECM solutions.

### Tangible Benefits

IBM ECM Implementation Services provide your organization with a technically sound and functional system framework that allow for the successful development and deployment of your ECM solution. These services allow you to be confident that whether your ECM solution is designed and developed by your staff, ECM Lab Services, or a certified partner, it will be implemented and supported on a system framework that has been expertly installed, tested, and certified for support by IBM ECM Support.

### For more information

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### Highlights

- Benefit from IBM Worldwide DB2 Migration Center “best practices” methodology
- Customized migration process using automated tools to reduce cost and speed migration
- Reduce risk and downtime by utilizing our highly specialized migration experts

## DB2 Competitive Migrations Offering

In today’s competitive IT market, leading organizations continue to evolve their IT infrastructure, applications and hardware to reduce costs and remain competitive. With the help of IBM Information Management Software Services, customers worldwide have successfully migrated their application and database environments for business success.

The IBM DB2® Migration Center will migrate your database environment to DB2 from many databases including Oracle, Sybase, Teradata, SQL Server, and many others. Our consultants can migrate your internally developed applications and third-party applications like SAP to DB2. Our SAPcertified migration experts bring their experience from numerous collaborative SAP migrations to DB2 for a smooth migration experience. With over 20 years of migration experience, our consultants have helped customers reduce both risk and downtime using the Migration Center “best practices” methodology.

### What is the IBM DB2 Migration Service?

Developed to deliver cost-effective migrations backed by IBM experts and Support, the Migration Center can develop a customized migration plan for your organization. Using an IBM proven and standardized methodology, our consultants can migrate your database environment and help accelerate performance with DB2.

### What’s Involved

Our Migration Service begins with an application and database migration needs assessment. Then, a gap analysis is performed to determine any re-engineering needed to meet business requirements. An architectural review, analysis of required resources, and ongoing project management is also provided.

#### The IBM Migration Center delivers:

- **Migration Assessment:** Gather conversion metrics, acquire and verify the inventory of objects to be migrated, project planning, identify training needs, assistance with planning post-migration testing, and research to identify conversion issues that may affect the migration effort
- **Migration Strategy Development:** Prepare the migration strategy to minimize risk and disruption to your business. Identify gaps in DB2 compatibility with third party applications
- **Application Migration:** Migrate applications to DB2, managing version control, until your team is ready to start developing in DB2. Apply our Quality Assurance process every step of the way to ensure delivery of high quality results
- **Database Conversion:** Leverage, where possible, automated conversion tooling, to reduce error and streamline the delivery

- **Data Migration:** Develop and comprehensively test data migration scripts for each table at IBM labs to help you implement the scripts for populating your DB2 databases
- **Acceptance Testing:** Provide technical support during the entire acceptance testing process to resolve migration issues identified during testing
- **Implementation:** Deliver comprehensive post-migration documentation and prepare you to fully support and maintain your new DB2 environment

The Migration Center provides unparalleled DB2 migration experience with a proven methodology to decrease the amount of staff training, risk, and duration of a migration project. This offering will help your organization gain the maximum benefit from an advanced DB2 feature set, while minimizing disruption to your business.

### What do you get from migration?

- Migrate your application and database from years to weeks through DB2’s PL/SQL compatibility features
- Enjoy proven methodology and tools for migration
- Run migrated applications with full native execution thus delivering high performance
- Simple drag and drop of schemes to DB2 thus delivering high productivity
- Assist migration with integrated and cross platform tools

### Supported Migrations

IBM migrates all of the following source databases, including many others:

• Teradata	• SQL Server	• Oracle
• Computer Associates	• Progress	• MySQL
• SAP	• Sybase	• XBase
• Supra/Total	• Adabas	

IBM also migrates application and database objects written in most software development languages, including all database vendor specialty database languages and C, C++, Java, 4GLs, COBOL, Natural, and others.

### For more information

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## Overview

No one can foresee exactly when and where a disaster will strike. What can be predicted with certainty, however, is the devastating effect of an interruption to an organization's ability to conduct business. Studies reveal that only two percent of organizations that suffer a catastrophic data loss are able to survive after one year.

The ability to resume normal operations and productivity rapidly is critical — especially for e-commerce applications and industries based on fiduciary trust such as banking and insurance. Typically, a disaster leaves an organization's computer systems intact but unable to function due to the disruption of power, telecommunications or some other infrastructure. Reliance on back-up data is not enough to restore your business. You need a disaster recovery solution that gets you back in normal operations quickly and efficiently.

## FileNet HA and DR Implementation

There are many disaster recovery options from traditional hot site recovery services to fully redundant systems. Each of these options has significant cost/benefit implications. That's why IBM ECM Lab Services' Disaster Recovery Services are designed to provide you with a valuable understanding of your disaster recovery options as well as guidance on the solution that best meets your business requirements.

### Hot Site Availability Service

ECM Lab Services has teamed with SunGard to offer a complete solution for hot site availability service that can have you fully recovered 24 hours after an unplanned event. This subscription based services leverages the strength of each company. SunGard provides the server recovery facility, the hardware infrastructure, wide-area telecommunications network, and workstation recovery capabilities. ECM Lab Services provides dedicated technical support, software and all system recovery related expertise.

#### ECM Lab Services is with you every step of the way to:

- Provide pre- and post-testing support
- Provide guidance in the test plan development effort
- Perform all system recovery functions during all recovery testing efforts
- Perform all system recovery functions during actual recovery scenarios
- Act as your System Administration and Operations staff during the recovery
- Handle all IBM FileNet activities related to the transition effort back to your home site after your own facility is once again able to support your daily production work
- Provide storage replication Vendor support services

### Storage Replication Vendor Support

For clients who require recovery in a matter of hours, an internal redundant system solution is needed. ECM Lab Services provides technical expertise to assist your chosen storage replication vendor accurately setup and configure the critical IBM FileNet databases and files. Our Lab Services team has experience with many of the more popular SAN storage replication vendors as well as Symantec's Veritas Volume Replicator software.

### Tangible Benefits

ECM Lab Services Disaster Recovery Services offer peace of mind and integrity in the face of a disaster so you can focus on the more critical demands of the situation at hand.

#### During the challenging times of disaster, our services provide:

- Assurance of business continuity with end-to-end recovery of your total IBM FileNet environment following a declared disaster
- Complete turnkey technical support service that allows you to focus on the business issues of your recovery
- The ability to rapidly resume operations and productivity after a disaster with minimal impact on business functionality

Experience has shown that even the best intentioned, most detailed of recovery plans often fail when first implemented. ECM Lab Services provides expert support and guidance in plan development as well as detailed testing to assure a successful recovery in the event of a crisis.

### For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/data/>





## Overview

In today's environment of downsized budgets, overextended employees and high training costs, it makes good business sense to have extra options for managing your IBM FileNet ECM solutions. Without an adequately trained staff, production capabilities are diminished, administration practices suffer, projects are put on hold, and system management becomes reactive instead of proactive.

Recognizing the need to avoid these issues, IBM ECM Lab Services has developed a complete program that is simpler, more cost effective, and offers greater consistency than most in-house alternatives. With ECM Lab Services' Remote System Administration (RSA) services, our experts administer your IBM FileNet solution remotely during normal business hours to ensure maximum production support of your most business-critical processes.

## Remote FileNet Administration Services

ECM Lab Services RSA service delivers comprehensive and reliable system administration services for all server-based IBM FileNet solutions that are completely seamless to your operations. This is achieved by utilizing proven methodologies that have been perfected over years of managing numerous customer production systems of many different sizes.

RSA services start with a thorough review of your existing operations from a technical and business perspective. The result of this review is a detailed summary of our findings including action items required to bring your system to a specific level of performance. Once a solid operational foundation has been established, we use a mix of human and automated processes to monitor the health of your system. ECM Lab Services consultants communicate timely and accurate administration information about your system while leveraging the knowledge and support system available from within IBM. This approach has achieved substantial increases in customer productivity and system availability.

Your Lab Services team will develop a customized solution specific for your system and implement a clear and concise plan that includes:

- A dedicated server with IBM FileNet supported tools and procedures
- Pre-production "early morning system health check" to ensure your system is ready for the day's business
- Daily, weekly and monthly system administration tasks
- Monitoring of your mission-critical systems during production hours
- Monthly reports on the status and health of your system
- Bi-weekly or monthly RSA conference calls with your team members
- System-related special projects
- Access to highly trained RSA System Consultants

ECM Lab Services also offers SureStart RSA, a system administrative solution for new ECM installations. It is designed for companies that want to implement an ECM solution but do not yet possess the staff or training to properly manage a production environment. The six-month SureStart period provides the opportunity to hire and train the necessary staff. At the end of the six months, you can either choose to take over the administrative responsibilities or continue receiving RSA services from ECM Lab Services.

### Tangible Benefits

RSA offers a cost-effective option for the administration of new and existing IBM FileNet ECM solutions. By having experienced ECM Lab

Services consultants administer and monitor your systems, you are assured of a smooth implementation, thorough monitoring, and accurate system administration procedures performed to the highest standards in the industry. ECM Lab Services consultants are supported by an extensive network of IBM resources that can identify and resolve unforeseen issues. ECM Lab Services manages the entire process from service initiation and system audit to administration and issue resolution.

**This full scope of proactive management delivers tangible benefits that include:**

- Less downtime and loss of production functionality
- The elimination of the need to hire and train staff, or make accommodations for sick time and vacations
- Enhanced performance and availability
- Formal monthly status and system utilization reports
- The assurance that your system will grow to accommodate future needs

With a broad range of industry-leading ECM solutions, ECM Lab Services is uniquely suited to deliver customized system administration solutions. Our proven processes, tools and monitoring agents have been developed and perfected over years of successfully managing IBM FileNet production installations. Our services maximize system performance and availability, while seamlessly integrating with your existing support structure to provide the highest return on your technology investment.

### For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/data/>



## Highlights

Provide proactive, remote database support and maintenance, enabling you to focus your resources and improve productivity

- Customize your Remote-DBA service to supplement your current DBA staff or to provide complete database administration duties
- Mentor your team to refresh skills and learn the latest database features
- Control costs with Remote-DBA from IBM with our expert staff working for you from our offices

# Remote DBA Services for DB2 and Informix

## Remote-DBA Service from IBM

Are you experiencing increased DBA staffing requirements? More and more organizations are relying on Remote-DBA services from IBM to help optimize the availability and performance of their critical business information systems.

IBM Information Management Software Services is uniquely positioned to offer a comprehensive remote DBA service designed specifically to meet the DB2 and Informix database administration, maintenance, management and consulting needs of your business.

Software Services combines expert consulting services with a flexible suite of monitoring and reporting tools to deliver complete database performance management with Remote-DBA.

## What's Involved

When you engage Software Services, you can be confident that you are working with the industry's leading database experts. Remote-DBA provides proactive, remote database support and maintenance, enabling you to focus your resources and improve productivity.

From optimization and weekly proactive monitoring to trend analysis and planning, Software Services consultants tailor configurations to your organization's needs. The Software Services team is online and available when you need us and when you didn't know you needed us.

Customize your Remote-DBA Service to supplement your current DBA staff or to provide complete database administration duties. Remote-DBA can benefit your business and help provide a return on investment in some of the following ways:

### Cost Savings

- The cost of database system downtime or of a poorly performing database system cannot easily be measured. Remote-DBA can keep your system properly tuned through regular monitoring of critical database operational functions and statistics ensuring system availability and trouble-free, optimum operation
- Retaining or training your skilled professionals can get expensive. Attracting highly skilled staff in competitive IT markets is not always the most cost-effective solution to meet your business demands. Cut costs with Remote-DBA from IBM with our expert staff working for you from our offices

### Dedicated Expert Staff

- Time spent finding a qualified candidate to fill a database management position can be long. Software Services has a staff of experienced professionals available when you need them

## How does Remote-DBA work?

Statistics about your systems are collected at regular intervals throughout the day and sent to Remote-DBA service centers, where they are automatically filtered and centrally stored. An online case management and tracking system enables you to see ongoing activity and alerts around your databases. A heartbeat process monitors the health of your system and the communications channel to the Remote-DBA service centers.

When monitored statistics are out of tolerance, an alert is automatically generated. A Remote-DBA database specialist will notify you of any critical issues and will work with you to a resolution. If non-critical issues are discovered, they will be documented and discussed with you. Your Remote-DBA database specialist will review past and present operational and performance data for operational trend analysis identification. Any trends will be documented and discussed with you.

You will have a dedicated Remote-DBA database specialist available for database administration services and advice regarding any aspect of database design, troubleshooting, administration, or management. Therefore, when you have a problem or want some coaching, you can speak to someone who is already familiar with the key aspects of your system, installation, application, and requirements. These services are available by telephone or on-site consultation. IBM Software Services and the Remote-DBA service deliver a business solution that is convenient for you.

## Supported Products

- IBM DB2 for Linux, UNIX and Windows
- Informix for Linux, UNIX and Windows

## For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/data/>



## Highlights

- Identify strengths and weaknesses of each data source
- Identify critical data issues in source data
- Determine architecture and business requirements
- Understand the significance of information analysis processes in a project life cycle
- Leverage IBM standard practices and methodologies



# Data Quality Assessment and Implementation

## Evaluating enterprise data

The Information Analysis workshop is intended to provide clients with a set of proven standard practices for performing a comprehensive evaluation of an enterprise's data and business information needs in order to successfully implement new data applications. The workshop also offers a streamlined vehicle for highlighting these sources to determine content, quality and structure of the data on UNIX®, Linux® and tightly coupled USS platforms.

## Re-engineering data

The IBM Information Analysis Services offering and IBM® InfoSphere® QualityStage™ software provide a solution for reengineering an organization's data that enables attainment of superior data quality through automating cleansing, standardization, matching and eduplication processes. The result is a complete understanding of data elements and precise, addressable data in the correct format based on company business requirements.

## Laying the foundation for success

The workshop commences with readiness efforts that center on gathering project requirements and success factors, determining the analysis approach and conducting a training course on IBM InfoSphere Information Analyzer for client staff. Readiness efforts include creating:

- A business goals and requirements document that defines business goals and requirements pertinent to the source data to facilitate analysis of actual data contents against the business goals
- A data investigation plan that lays out how to execute the investigation processes
- A project implementation plan that includes a timeline of tasks and work breakdown structure assignments

## Creating a plan of action

Once the information analysis is performed, IBM partners with clients to create a data quality action plan that is based upon the data investigation and analysis results and provides recommendations for delivering effective data content.

IBM also creates an executive summary report that provides a high-level business explanation of the data analysis report and the data quality action plan.

## Discovering solutions

A discovery report and project summary documents present IBM findings and a recommended approach including:

- Problem statement and scope definition
- Solution recommendation and approach
- High-level technical architecture
- High-level project plan
- Project resource requirements
- Risk factors
- Next steps

The IBM project team returns to the client site for a follow-on session to deliver the results of the analysis and discuss the corresponding recommendations.

## IBM InfoSphere Professional Services

IBM offers a broad set of services offerings designed to maximize success with the InfoSphere product suite through standard practices developed across numerous successful deployments. Intended to establish a foundation of product knowledge and guidelines, these strategic workshops and offerings are customized to the customer's existing environments, standards, and methodologies.

IBM's objective is to provide the most cost effective and expedient means of achieving project goals through the utilization of the IBM InfoSphere product suite, repeatable processes, and consistent deliverables. To achieve these goals and ensure the continued success of our initiatives, IBM leverages standard methodologies, proven consulting expertise and experience refined throughout hundreds of successful client engagements.

## For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/data/>



# IBM Software Accelerated Value Program

*Leading across the IT life cycle*



## Highlights

- Plan, deploy, grow, optimize, and extend your software environment and applications with the Accelerated Value Program
- Take advantage of proactive planning, deployment mentoring, and knowledge sharing before projects start
- Accelerate past project delays with fast problem resolution via priority call handling, problem management, and emergency on-site services

Change happens quickly. Problems arise. The marketplace never stops moving. Just ask IBM clients around the world, and they'll tell you that their business wouldn't be the same without the IBM Software Accelerated Value Program.

IBM Software Accelerated Value Program allows you to meet challenges as they arise—and even before they appear, with proactive monitoring of your company's IT needs. Our clients maximize their software return on investment by working with our dedicated team that understands the highly individualized needs of complex companies.

Our clients succeed because of the fast, timely service that the Accelerated Value Program provides.

## Why the Accelerated Value Program?

The Accelerated Value Program provides a wide array of services aimed at maximizing your software investment anywhere along the life cycle of your software infrastructure. Our goal is to help you achieve faster time to value, lower the total cost of ownership (TCO), and provide proactive guidance on infrastructure management and operations.

## How the Accelerated Value Program helps

- Single point-of-contact—The Accelerated Value Program is your liaison to IBM Support, development, product managers, IBM Business Partners, Accelerated Value team members, and third-party vendors
- Proactive problem avoidance—We offer our clients risk and change assessment, remote or on-site assistance and coordination, interoperability research, and skill gap assessments
- Knowledge and skill sharing—We offer our clients first access to environment specific technical content, on-site technical activities, staff coaching, workshops, and guidance. When available, you receive invitations to remote briefings and summits
- Problem Management—Not all problems can be avoided. In those cases, we monitor and expedite closure of service requests. We help coordinate solutions, provide status updates, and manage escalations

- Operational and technical guidance—Our areas of expertise include research on interoperability, architecture, and performance and guidance on installation, configuration, and trend analysis
- Best practices—We'll learn about your IT environment, infrastructure, and people. Then, we'll help you avoid known software defects and provide recommendations to help avoid known issues

## Key components

### Accelerated Value Leader

The AVL acts as a single point of contact to IBM, creating a virtual extension of your IT management team. The AVL coordinates proactive and reactive support activities for your team, such as:

- Providing a delivery plan and quarterly reports
- Driving proactive project planning
- Strategizing ways to help optimize IBM software
- Analyzing PMR activity to identify areas of skill building
- Reporting the status of open issues and trends
- Escalating of critical issues
- Advising alternatives to help provide quicker solutions to you everyday support requirements
- Connecting you to IBM Support management and development to raise visibility of your issues
- Creating opportunities for you to gain expertise from the IBM development labs

### Accelerated Value Specialist

The primary goal of the AVS is to provide ongoing technical expertise to help you resolve reported problems and avoid future outages. The AVS is assigned to a specific area of technology and interacts directly with your designated named callers. Specific AVS activities include:

- Assisting planning, development, upgrades, and migrations
- Communicating known problems that may pose risk to your environment, and suggesting proactive action
- Anticipating conditions that could cause outages and recommending actions to minimize risks
- Recommending proactive system maintenance
- Assisting with preparatory work to ensure smooth migrations
- Providing diagnostic guidance for problem resolution
- Advising specific fixes and workarounds for your environment

## Emergency on-site assistance

In the event of a business-critical (severity 1) issue, IBM makes every effort to dispatch an engineer to your site within 24 hours.

## On-site assistance

On-site activities can include reviewing an existing application for adherence to best practices, performance improvements, guidance on deployment, migration or updating software.

## Priority call handling

- Priority access to support centers and Level 2 software engineers
- Your AVL is notified of newly opened PMRs
- Support center notified of client-specific issues

## For more information

To learn more about IBM Software Accelerated Value Program, please contact your IBM Marketing Representative or IBM Business Partner.



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# IBM Software Accelerated Value Program

*Delivery excellence via Accelerated Value Leaders and Accelerated Value Specialists*



## Highlights

- Creates a bridge that connects the client to the full capabilities of IBM
- Delivers expertise that helps unlock the value of the IBM software investment
- Develops and grows the dedicated partnership between the client and IBM

### Building a dedicated partnership

IBM Software Accelerated Value Program helps unlock the value of your IBM middleware software and strengthens your IT infrastructure throughout the life cycle. Our tiered offering levels provide flexibility in building a partnership with IBM. In turn, that partnership assists you with preventative actions, delivering smooth interoperability management, and overcoming implementation barriers for new technology. The key to building this partnership is through our Accelerated Value Leader and Accelerated Value Specialist.

### Accelerated Value Leaders\*

The Accelerated Value Leader (AVL) is responsible for ensuring clients receive a higher level of service and added value when using their licensing software from IBM. The AVL has a close working relationship with the client's team and plays an integral role in helping determine the overall life cycle of their IBM software implementation.

The primary goal of the AVL is to provide proactive assistance to help clients sustain and optimize their IBM Software infrastructure. The AVL is the primary point of contact to the client on behalf of IBM Support. The AVL coordinates delivery of proactive support, skill sharing activities and problem management.

### Accelerated Value Specialists\*

The Accelerated Value Specialist (AVS) provides clients with the highest level of remote and/or on-site technical direction for specific supported products, including initiatives such as diagnostic coaching and defect and nondefect problem resolution assistance.

The primary goal of the AVS is to provide the ongoing technical expertise that is required to avoid potential problems or mitigate the impact of reported issues.

The AVS is assigned for a specific area of technology and has direct interaction with subset of Named Callers, as designated by client. The AVS provides direct support or assistance with technical queries from clients and field personnel.

Accelerated Value Leader responsibilities	
Relationship	<ul style="list-style-type: none"> <li>• Acts as a single point of contact as your bridge to IBM support</li> <li>• Virtual Extension of your IT management team</li> <li>• Might assist the client on site for periodic reviews</li> </ul>
Problem Management Request (PMR)	<ul style="list-style-type: none"> <li>• Provides regular reports detailing status of open issues</li> <li>• Investigates alternatives to help provide quicker solutions to your everyday support requirements</li> </ul>
Escalation Management	<ul style="list-style-type: none"> <li>• Connects the client to IBM Support management and Development to raise visibility of issues</li> <li>• Helps facilitate critical issues</li> </ul>
Knowledge Sharing	<ul style="list-style-type: none"> <li>• Coordinates workshops, conference calls exclusive to your needs</li> <li>• Provides opportunities for the client to gain expertise from the IBM development lab</li> </ul>

Accelerated Value Specialist responsibilities	
Technical Advice and Skill Sharing	<ul style="list-style-type: none"> <li>• Participates in project planning</li> <li>• Shares best practices for key tactical initiatives</li> </ul>
Remote Technical Proactive Assistance	<ul style="list-style-type: none"> <li>• Provides guidance in gathering diagnostics for problem resolution</li> <li>• Helps advise on documented fixes and workarounds for the client environment</li> </ul>
Technical Briefings	<ul style="list-style-type: none"> <li>• Delivers customized reports with technical advice and proactive maintenance information</li> </ul>
Tactical Activities	<ul style="list-style-type: none"> <li>• Assists with product deployment and configuration</li> <li>• Performs advanced troubleshooting</li> <li>• Additional proactive services</li> </ul>

### For more information

To learn more about IBM Software Accelerated Value Program, please contact your IBM Marketing Representative or IBM Business Partner.

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\* Client needs may require these two roles be combined.







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