

Customer Name: _____

Customer Title: _____

Company Name: _____

Company Address: _____

Phone: _____

FAX: _____

E-mail: _____

Area of interest: _____

Cut here on line

- **Customer Unique Product Enhancements** - This service is targeted to meet the unique needs of our customers on a contract basis. Potentially, enhancements to IMS can be created to meet your specific business needs.

- Unique Customer Functionality or Enhancements
- Other Services as Requested by Customers

The IMS team is committed to providing world class software support to resolve today's complex IMS issues, increase system availability, and enhance productivity, while constantly improving customer satisfaction with the IMS family of products, services, and solutions.

To learn more about our services and how we can help you be even more successful, please contact us at: imsservices@us.ibm.com or visit our site at: <http://www.ibm.com/ims>

You can also reach us by completing and mailing the attached self-addressed card.

Worldwide IMS Product Affinity Services

Leading the 21st Century in e-business Implementation



Worldwide

The IBM Corporation is offering its talent to assist in enhancing your IMS systems and their access for the 21st century!!



Worldwide IMS Product Affinity Services

The Silicon Valley Lab's (SVL) IMS product organization, in cooperation with IBM Global Services and the IBM Dallas Systems Center is offering valuable services to its IMS customers worldwide. The SVL IMS organization is made up of the IMS Development team, the IMS Technical Support team, and our worldwide IMS Customer Advocate team — which are all comprised of highly experienced support technicians.

We are pleased to make available to you, our customer, that expertise and assistance from the lab. Our services are available on an hourly, daily, or fixed contract basis and they can be delivered via telephone consultations, remote support, customized education, or on-site engagements. Our service objective is intended to provide you with technical assistance in managing your current and future IMS business needs.



The categories of services available are:



- **IMS Architecture, Planning, and Review** - We offer consulting services that will augment your organization's skills. Via our multi-organizational team of talent, we are offering the following services:
 - Performance Analysis and Tuning
 - Application and System Design Reviews
 - Parallel Sysplex Migration Consulting (Data Sharing & Workload Management)
 - Operational Process Reviews
 - Installation and Maintenance Process Reviews
 - IMS Systems and Applications Availability Reviews
 - IBM Tools Consulting and Migration
 - Disaster Recovery Consulting
 - IMS e-business Connector Consulting
 - IMS Web Enablement
 - Individually Customized Services
- **Workshops and Classes** - Our team augments the numerous other classes available from IBM. Upon request, we can also create custom classes as required for your specific needs. The following are a few of those currently available:
 - IMS Parallel Sysplex Workshop
 - IMS Diagnostic Approaches
 - IMS Installation, Maintenance, and Migration
 - IMS Web e-business Solutions
 - IMS Shared Queues Implementation
 - IMS Remote Systems Recovery Workshop
 - DBCTL Implementation and Operations

IMS Product Affinity Services
DQY/AI
555 Bailey Ave. - Silicon Valley Lab
PO BOX 49023
San Jose, 95161