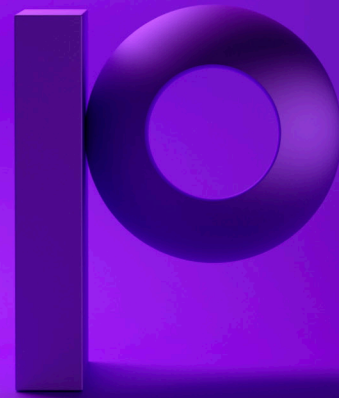




Managed HA/DR Services

Let Precisely keep your IBM i data and applications available while freeing IT resources to focus on your business



Your IT professionals are experts at building and maintaining business applications, organizing data, and supporting your users. The essential tasks required to ensure business continuity require a different skillset and can detract your IT team from focusing on business functionality.

Precisely's Managed HA/DR Services provide a cost-effective way to focus on your business by outsourcing implementation, monitoring, management, and maintenance of your Precisely high availability and disaster recovery solutions. This allows you to take advantage of decades of experience and expertise in those complex, specialized areas, while reducing your internal training costs.

To deliver data and application switch readiness and resiliency, Precisely offers a range of managed services offerings for our high availability and disaster recovery products.



Value. Delivered.

- Safeguard the availability of your data and applications
- Prevent lapses in your disaster recovery and high availability protection
- Rest assured that your Precisely solution is managed on a day to day basis by HA/DR experts
- Receive timely, professional reports suitable for both the CIO and systems administrator
- Fill skills gaps or address peak labor requirements without adding headcount
- Free your staff to focus on your business priorities
- Choose just the set of managed services to meet your needs
- Budget contracted services as an operational expense
- Make costs more predictable
- Stay current with technologies and best practices

Managed HA/DR Services

Managed HA/DR Services are available at four different levels—bronze, silver, gold or platinum. You can choose the package of services that best suits your needs, without buying more than you need.

- **Bronze Level** - You handle your own daily management. We support you and your environment with weekly checkups and by generating weekly status reports to document our findings.
- **Silver Level** - Precisely manages your environment. Daily checks include auditing the replicated data to verify that the source and target are in sync. You'll also receive weekly detailed reports documenting daily checks and corrective actions taken.
- **Gold Level** - In addition to Silver Level Managed Services, we install service packs, perform version upgrades and maintain the product configuration as required by environment or application changes. We also audit your environment and provide a detailed Audit Report annually.
- **Platinum Level** - In addition to Gold Level Managed Services, we provide an annual role swap readiness review and role swap test.

| Managed HA/DR Services | Bronze | Silver | Gold | Platinum |
|---|--------|-------------------|------|----------|
| Weekly report of findings/ changes made | ✓ | ✓ | ✓ | ✓ |
| Object repairs | | ✓ Time Limited | ✓ | ✓ |
| HA configuration adjustments | | | ✓ | ✓ |
| Audits performed | ✓ | ✓ | ✓ | ✓ |
| Product fixes and services packs installed | | | ✓ | ✓ |
| Annual HA Audit | | | ✓ | ✓ |
| HA software upgrade <ul style="list-style-type: none">• Version upgrade• Feature review and training | | | ✓ | ✓ |
| Annual role swap readiness review | | | ✓ | ✓ |
| Annual HA role swap | | | | ✓ |

Optional Upgrades and Add-On Services

To derive even more value from the Precisely Managed HA/DR Services level you select, you can add any of the following optional services:

- **Managed Services 24x7** adds around the clock response to high priority events.
- **IBM i Operating System Maintenance Services** handle IBM i PTF installs, OS upgrades/installs, and migrations. No need to have another party maintaining your LPARs.
- **System i Optimize** leverages Precisely's iOptimize product to perform routine optimization of your IBM i environment.
- **Custom services** can also be created to meet your specific needs.

Manage to be More Available and Resilient

Managed HA/DR Services for IBM i can help you improve the availability of your data and applications, without distracting from your business focus and without draining internal resources.

Precisely also offers Managed Security Services for IBM i to help you provide optimal security against ever-evolving security threats and rapidly changing best practices. Let our professional services experts handle the monitoring, optimization, software updates and testing of your Precisely high availability and security solutions so your staff can focus on other IT priorities.

Call us to get started putting Precisely Managed Services to work for your organization.