



## IBM Information Management Software Services

### ECM System Management Services

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#### Overview

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*Today's Enterprise Content Management (ECM) solutions are not inexpensive. It takes a significant number of components to make it all work. Sophisticated server and client hardware, network elements, multiple layers of Operating System, database and application software which all require maintenance and support. Then there's the personnel costs that range from System Administrators, Developers, DBAs and Helpdesk teams to Project Managers and Security specialists to name a few. Finally there are the environmental costs to house and protect it all.*

*You've made a significant investment in the deployment and ongoing support of your ECM environment and now in order to insure that you're getting the best possible return for your investment, you need to optimize it's performance, validate that industry 'best practices' are being followed and insure that the system is highly available and ready to serve your client's needs around the clock. In short, your ECM system is only good if it's up and running smoothly and performing optimally, all the time!*

IBM Information Management ("IM") Lab Services offers System Management Services specifically designed to help your organization make the most of your ECM investment in three key areas.

**Health Check Services** to maximize system performance, **Remote System Administration Services** to provide 'best of breed' operational management of your ECM environment, and **Disaster Recovery / High Availability Services** to maximize your system uptime and provide for an orderly recovery of your system should an unplanned outage occur.

#### **Health Check Services**

IM Lab Services provides three critical service offerings to help you manage and maintain your system at peak performance.

Performance Optimization Services identify the root causes of system bottlenecks and poor system performance and provides recommendations so that the appropriate action can be taken to optimize the performance of your environment.

Going forward, Capacity Planning Services can provide critical trend analysis data to help you make the right decisions about the timing and amount of capital expenditures required for future system upgrades.

'What If' scenarios can be applied to current environments so that the impact of planned changes can be anticipated.

A System Deployment Review of your ECM system configuration will ensure alignment with IBM's deployment best practices while maintaining your specific IT requirements. This service will review your ECM environment server set-up and system design as well as the existing IBM product environment and configuration. In addition, this effort may also review operations practices including backup strategy, potential upgrade or modifications and other recommendations based on best practices.

#### **Remote System Administration Services**

IBM ECM Lab Services is uniquely suited to deliver a customized system administration solution in a cost-effective manner. Lab Services is second to none when it comes to knowing our broad range of ECM software. With satisfied customers coast-to-coast, today we remotely administer production ECM systems serving dozens to thousands of business users.

Our proven processes, tools and monitoring agents have been developed and perfected over years of successfully managing production



ECM installations. Our services are focused on maximizing system performance and availability, all while seamlessly integrating with your existing support structure.

Our ECM Lab Services team will develop a customized delivery solution specific to your system needs and put into action a clear, concise plan that includes a comprehensive audit of your current system environment. Following the audit, a detailed action plan is developed to insure that your system is correctly configured and adhering to best industry practices so as to achieve the highest level of availability.

#### **Disaster Recovery / High Availability Services**

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. Reliance on back-up data is not enough to restore your business. You need a formal and testable disaster recovery solution that will get you back to normal operations quickly and efficiently.

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.

In conjunction with IBM Business Continuity & Resiliency Services, we offer a complete solution for hot site availability service that can have you fully recovered 24 hours after an unplanned event.

For clients who require recovery in a shorter timeframe, an internal redundant system solution is needed. ECM Lab Services provides technical expertise to assist your chosen storage replication vendor to accurately setup and configure your environment to accomplish this. In addition Lab Services also provides Enhanced Availability Configuration Assistance for clients who wish to take a formal approach to maximizing the availability of their ECM environment.

State of the art systems can employ a range of techniques such as clustered servers, farming and load sharing options all designed to keep your system up and active round the clock. Our technical experts can provide custom recommendations based on industry best practices and your specific needs.

#### **Contact**

For more information regarding this offering or any of our Services, please contact your Information Management Sales Representative or visit our website at [ibm.com/software/data/services](http://ibm.com/software/data/services)

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