

IBM Information Management Software Services

Packaged Implementation Services

Overview

Now that you have chosen IBM's Information Management (IM) software to help you manage your structured or unstructured content, business process, and compliance requirements, you want to get your IM solution up and running. But how do you implement it in the fastest, most economical manner?

The answer is IM Packaged 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 IM Lab Services.

IM Packaged Implementation Services are fixed-scope, fixed-priced packages that help you get your IM solution off on the right start. Packages include planning, installation, and knowledge transfer services to ensure your IM 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 IM 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 IM Implementation Package types are available to help you.

Install Packages

The Install Package is the starting point to deploying your production-level solution. Whether you, IM Lab Services, or your IBM business partner develops your IM 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. Most IBM IM products have an associated Install Package.

Fast Start Packages

Fast Start Services are value-added extensions to our Install Packages. They provide a limited business-specific configuration of standard product functionality to expedite you into production usage. These services include limited:

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



Mentoring Packages

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 IM Packaged Implementation Services provide your organization with a technically sound and functional system framework that allow for the successful development and deployment of your IM solution. These services allow you to be confident that whether your IM solution is designed and developed by your staff, IM 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 Support.

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

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