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Cost effective 24-7-365 support for IBM i systems



Cost effective support for IBM i

Problem

Typically IBM i systems are running mission critical applications that need support services immediately available in the event there is a problem. Additionally organisations are extending the systems availability time, in many cases to 24/7/365.

At the same time IBM i support personnel are declining in number. RPG developers and IBM i administrators are retiring and not being replaced with the next generation of IT talent.

An increasing number of organisations are finding themselves caught in a bind: The need to provide additional support services but with less available resources.

Solution

SAS^{IT} specialises in the operation and support of IBM i systems. We have systems installed in seven data centres (4 in Australia and 2 in New Zealand) plus we provide facilities management and support of customer owned on premise systems.

Because we have responsibility for such a large number of IBM i systems we are able to employ a team of specialists and operate a manned service desk 24/7/365. Additionally it is economically viable for us to utilise specialist monitoring and management software to lower the overall cost.

Why it works

Quite simply SAS^{IT} is able to provide around the clock support services cost effectively because of our economies of scale. With literally hundreds of IBM systems under management, we are able to invest in specialist certified staff, monitoring, automation, and reporting software, integrated with quality systems and processes combined with 24/7/365 rostering. An IBM i support service can be tailored to your needs with costs starting from less than \$1,000/month.

For more information

Contact SAS^{IT} to discuss your specific requirement to determine if we can provide a service that provides you with peace of mind and saves money at the same time.

It is not necessary to make a major commitment, we would be happy to provide a trial service so that you can assess both the quality and value.

Please email ian.hight@sasit.co.nz for further information.



Systems
Advisory
Services

www.sasit.co.nz

New Zealand Office

520 Great South Road
Greenlane 1051
PO Box 17268
Greenlane 1546
Auckland
New Zealand
p +64 9 525 7353

Australia Office

Suite 502
Level 5
156 Pacific Highway
St Leonards
NSW 2065
Australia
p +61 2 8036 3114

