

MANAGED SERVICES FOR IBM i

IBM i CLOUD SERVICES

SUPPORTING IBM i ENVIRONMENTS AND IBM POWER SYSTEMS

Running complex IBM i workloads at peak performance around the clock is an important but time-consuming activity. With challenging IT budgets and scarce resources, organisations are often forced to divert skilled staff from strategic projects to administer routine tasks. CSI Cloud IBM i Services can take over the burden of mundane operations, allowing you to focus on business transformation with the confidence that your IBM i and IBM Power Systems platforms are in safe hands.

CSI has been managing critical IBM i workloads running on market-leading IBM Power Systems for decades. As an IBM Platinum Business Partner, our highly accredited experts support platforms either on client premises, hosted in a third-party data centre or in the CSI Cloud. Our multicloud platform allows organisations to meet changing demands, increasing and scaling-back resources in private, hybrid or public cloud environments.

Optimise Availability and Performance of IBM i workloads and IBM Power Systems

CSI Cloud IBM i Services are designed to optimise the availability and performance of critical workloads running on IBM i and IBM Power Systems. We achieve this by:

- Monitoring all components that can impact system stability
- Reacting quickly to alerts through a 24/7 service desk and proven service management processes
- Confirming that operating system and firmware are maintained at correct versions
- Ensuring that backups complete successfully - or escalating failures
- Providing a disaster recovery or high availability environment



We can monitor and manage the following IBM i service elements:

IBM i Service Element	Enterprise	Core	Optional
Physical Hosts and Control Devices			
Hardware Management Console (HMC)	X	X	
Virtual I/O Server (VIOS)	X	X	
Client network switches			X
CSI Cloud network infrastructure	X		
SAN switch errors monitoring	X	X	
SAN storage array monitoring	X		
Backup device error monitoring	X	X	
Firmware upgrades (SAN, switch, SAN storage, physical Power frame)	X		X
Media Management	X		X
LPARs			
Software	X		X
Backup	X	X	
Event Management	X	X	

CSI Cloud IBM i Service Offerings

Enterprise: provides monitoring and management of an IBM i environment. CSI's experts will manage all event alerts and determine the right course of action to ensure your business-critical applications remain available, protecting end-user productivity. Monitoring thresholds also allows CSI to act proactively to maintain service levels.

Core: provides monitoring of an IBM i environment only. CSI will notify you of all event alerts enabling you to determine the next steps for your business.



Data Centre Options

CSI can monitor, manage and support complex and regulated IBM i workloads running on robust IBM Power Systems in several different scenarios. The CSI Cloud offers system resources that are leased by capacity, or we can dedicate entire physical servers to a single organisation.

Where a client owns its own IBM Power Systems infrastructure, CSI can offer hosting solutions (rack space, power, cooling, networking) together with monitoring and management of those platforms. Alternatively, CSI can provide remote services for client-owned infrastructure on-premise or in a third-party data centre.

SERVICE ELEMENTS	Enterprise	Core	Optional
CSI IBM i Cloud, leased by capacity	X		
CSI IBM i Host, leased as physical servers	X		
Client-owned infrastructure, hosted by CSI in various data centres	X	X	
Client-owned infrastructure, on premise or hosted by client third party vendor		X	
IBM i Software Licensing for host and logical partitions (LPARs)			X
IBM i License Reviews to maintain all provisioned servers and LPARs			X

High Availability (HA) and Disaster Recovery as a Service (DRaaS) for IBM i

CSI provides an HA/DR service for IBM i applications as follows:

1. Logical replication solutions using MIMIX
2. Cross site storage-based data replication providing HA/DR managed by Power HA or IBM Lab Services Toolkit
3. IBM PowerHA SystemMirror for IBM i (standard or enterprise edition)

We also use the CSI Cloud to provide a standalone DRaaS environment to enhance availability for existing on-premise customers. CSI will manage production role swap and roll-back, either via remote assistance or onsite attendance.

The same level of service will be provided to both the HA/DR environment and the production platforms to ensure that, in the event the HA/DR systems are required, the same patch levels and monitoring are available. Additional monitoring will be set up to ensure data replication and optimal status of HA clusters.

CSI services include remote restart technologies such as Live Partition Mobility (LPM) or Simplified Remote Restart (SRR) to enable maintenance without impacting business users.

Additional Services from CSI

- CSI AIX Cloud Services
- AI-optimised Cloud Infrastructure
- Network Monitoring & Management
- Backup and Recovery Simulator
- Managed Security Services built around CSI SIEM service, elevated end point protection and phishing service
- Professional Services e.g. consultancy, project management, risk mitigation and roadmap reviews

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