

# REMOTE MANAGED SERVICES FOR IBM POWER

## **24x7 monitoring and management for optimal performance, reliability, and security of IBM Power Systems.**

If you are like most organisations, you run your mission-critical applications on IBM Power Systems that deliver exceptional performance, reliability, and security. Once they are configured, they keep running with minimal downtime.

The challenge can be finding skilled technical personnel to help you keep these systems up to date and running at peak levels. A lot of businesses rely on a single resource to maintain their IBM Power Systems. This can pose business risks if that resource is not available or retires.

We have been managing IBM Power Systems running IBM i, AIX, and Linux for decades. In the process, we have created an industry-leading management platform and ensure your systems continue to run optimally so you can focus on your core business.

## **Key Benefits of our Remote Managed Services for IBM Power Systems**

### **Managed by Experts**

Delivered from multiple secure UK data centres, we offer tiered availability options - from alternate data centre backups to a fully managed High Availability service - to ensure your application uptime meets your business needs.

### **Power Covered**

We support IBM Power Systems running IBM i, AIX, and Linux. From system procurement and capacity upgrades to cloud-based services for backup, disaster recovery, and infrastructure-as-a service (IaaS), we keep your infrastructure running while you focus on your business.

### **Customised Support**

Support is tailored to meet your specific needs. We offer IBM Power Systems technical service desk, after-hours monitoring, holiday or out-of-office support, and fully managed 24x7 support. You pick the service levels that you need.

### **IBM Endorsed**

IBM chose us to be a solution provider of choice for managing their clients' IBM Power Systems. We have jointly developed processes and procedures with IBM to extend first-class support to all of our clients. IBM also white-labels our cloud-based IBM i DRaaS.

### **24x7 Support**

You work with IBM Power Systems experts with extensive experience. We employ the proactive intelligence of our management platform to help you avoid problems before they affect your production environment.

## Solutions built on decades of practical experience

CSI (formerly APSU) pioneered the AS/400 cloud industry by deploying the first of its kind in the UK over 30 years ago.

It was chosen by IBM as the exclusive white-label provider of DRaaS for IBM North American Resiliency Services customers.

This platform has enabled 2000+ successful role swaps and a 100% disaster recovery success rate. Our support personnel work around the clock, keeping you running 24/7.

## Featured Service for IBM i, AIX or Linux on Power Systems



## Why Remote Managed Services for IBM Power?

- Fully managed service, up to the OS, on client-provided equipment that can be located at our clients' sites or in our hosted environment
- 24x7 monitoring and management
- Break-fix, patching, proactive performance management
- Managed backup services
- Industry-leading platform provides optimal performance with proactive intelligence, avoiding problems before affecting production
- Industry-leading SLAs

## Other Services Available

### Managed Cloud on IBM Power Systems

Our managed production cloud allows you to focus on your core business while we keep your infrastructure running. Based on IBM Power Systems, our cloud can safely handle the most demanding business-critical workloads, delivered from data centres in the UK. Our systems are kept up to date and running at optimal performance with our monitoring and management tool.

### High Availability (HA) and Disaster Recovery as a Service (DRaaS)

You run mission-critical applications on IBM Power Systems. That is why we offer high availability (HA) and DR for your IBM i, AIX, and Linux on Power servers. We provide you with failover and recovery systems in our Managed Cloud on IBM Power Systems. We deliver the most aggressive SLAs in the industry with recovery point objective (RPO) near 0 and recovery time objective (RTO) of 2 to 4 hours.

## IBM-Endorsed Solution Provider

CSI is a trusted provider of Cloud and Managed Services solutions for IBM as well as data centre operators, technology distributors, and IBM Business Partners that make up our partner channel.

We have decades of experience supporting all versions of IBM i, from AS/400 to current Power Systems, including AIX and Linux on Power.

## Customer Testimonial

"CSI has provided iSeries and Power Systems services since 2005. These services include 24x7 systems management, support, and configuration of our high-availability environments, out-of-hours Service Desk, and dedicated on-site consultancy. They have always been flexible to satisfy our requirements and meet our demanding standards. In my opinion, if a company is looking to outsource management of their iSeries/Power Systems, CSI should be a serious contender."

**IT Operations Manager  
Services Industry**



Platinum Partner

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