IMT AMS SERVICES

IMT Application Management & Support (AMS) Services deliver operational excellence while reducing costs and increasing business agility

OUR AMS SERVICES ADDRESS TODAY'S BUSINESS CHALLENGES

Our 20+ certified people remove the issues associated with retaining internal staff to maintain operational stability and allow you to focus on stakeholder business needs, not technical projects.

COSTS

"2 out of 3 IT dollars are spent maintaining existing technology"

– Deloitte

IMT AMS SUPPORT PLANS

Plan	Description	Who it's for
Platinum	Comprehensive Proactive Management & Support with 24×7 Severity 1 and 2 Response	You want a partner to provide full proactive management, patches, and support (hands-off).
Gold	Proactive Monitoring, Alerts and Reports, with 24×7 Severity 1 Response	You want proactive monitoring & reporting, recommendations on patches, and SME support.
Silver	IMT Single Point of Contact & Core MDM Services Monitoring	You want IMT to be your Single Point of Contact with IBM to resolve issues and need some monitoring.
Bronze	"Break-Fix" Support	You want to manage your infrastructure with access to IMT experts to assist in resolving issues.

DETAILED AMS PLAN COMPARISON

IMT Support Services	Bronze	Silver	Gold	Platinum
Help Desk / Single Point of Contact	√	√	√	√
Sev1 – Production Phone Support – Business Hours	√	√	√	√
Sev2 – Production Phone Support – Business Hours			√	√
Sev2, 3 & 4 Production Email & Online Portal Support – Business Hours	√	√	√	√
24×7 Support – Production Sev1	$$	$$	√	√
24×7 Support – Production Sev2		$$	$$	√
Performance Troubleshooting			√	√
Sev2, 3 & 4 Non-Production (# of Environments)	0	1	2	3
IMT SME Sev4 Access (Number of Hours per month)	0	5	10	15
IMT Build Component Support	**Bronze**	**Silver**	**Gold**	**Platinum**
Bug Assessment & Remediation	√	√	√	√
Custom Code Support (Q&A)	√	√	√	√
Proactive Patching		√	√	√
Proactive Feature Enhancements			√	√
Health Check – Monthly Report (Production)	**Bronze**	**Silver**	**Gold**	**Platinum**
Environment status (CPU/Memory/Disk)		√	√	√
Large Buckets		√	√	√
Log Reviews – Error notifications		√	√	√
Failed Message Notifications			√	√
Environment Throughput			√	√
Advanced Monitoring – Realtime (Production)	**Bronze**	**Silver**	**Gold**	**Platinum**
Basic Service Runtime Alerts *(see attached chart)*		√	√	√
Advanced Service Runtime Alerts *(see attached chart)*			√	√
Environment Status (CPU/Memory/Disk)			√	√
Log Reviews – Error notifications			√	√
Failed Message Notifications				√
Performance Monitoring (Throughput)				√
Additional Services	**Bronze**	**Silver**	**Gold**	**Platinum**
Application Patch Notification		√	√	√
Application Patch Deployment			$$	√
Application Patch Deployment with HA			$$	√

Legend: √ – Included in Package, $$ – Optional add-on to package

IMT MONITORING AND ALERTING SERVICES

Basic Monitoring & IMT Support Alert	Bronze	Silver	Gold	Platinum
MDM Engine Health Check		√	√	√
Interfaces Health Check		√	√	√
Inspector & WebReport Health Check		√	√	√
MDM Web Services & API Health Check		√	√	√
Application Port Service check/availability		√	√	√
Advanced Monitoring & IMT Support Alert	**Bronze**	**Silver**	**Gold**	**Platinum**
Scheduled Services Execution Health Check			√	√
MDM Connection Pool Statistics & Thresholds			√	√
Engine JVM Memory Threshold			√	√
CPU/Memory/Disk Usage Thresholds			√	√