

Managed Support for Your Trusted Data Assets

GAIN PEACE OF MIND WITH IMT AMS SERVICES FOR MDM

IMT will manage and monitor your solution and infrastructure, and proactively address issues as they arise, or you can monitor your own solution with AMS Monitoring Tools and guidance we provide. With IMT as your Single Point of Contact, problems do not get lost in the shuffle, and your team members always know where to go for help. Select the best level for your current skills and operational maturity to ensure system stability, scalability, and availability.



BUSINESS HOURS ESCALATION SUPPORT

You already monitor and manage your system, but occasionally need help for complex issues.

24x7 MONITORING & ON-DEMAND ADVICE

You want more visibility into the operations of your system and suggestions on how to make it better.

24x7 MONITORING, ALERTS & HANDS-ON ASSISTANCE

You have significant skill gaps or lack of dedicated resources to maintain and monitor MDM.

Why IMT for Managed Services



We are the MDM Experts

We have the most skilled resources on IBM MDM SE in the industry – many with over 10 years of experience, who know how to optimize your solutions.



Proven Experience

We are an IBM Certified Support Partner and have completed over 150 implementations. We support on-premise, cloud, hybrid, and highly available containerized solution, at scale.



Tools & Processes Built for MDM

We bring monitoring tools, alerts, processes and reports purpose-built for MDM and infrastructure, including any custom components.



Recommendations for Optimization & Growth

We bring proven best practices & accelerators for the most cost-effective, highest quality service, and advise you when it's time to apply changes.

IMT's AMS Service Tiers

IMT designs the best support program for you depending on your environment complexity, current known issues or challenges, integration patterns and SLAs.

Focus your resources on delivering business value, not on management and maintenance.

	<p>EXPERT</p> <p>24/7 proactive monitoring & alerts for application and infrastructure</p> <p>Troubleshooting & escalation</p> <p>SME advice & hands-on assistance</p>	<p>We alert you about issues that we detect from the monitoring system and make recommendations for fixes.</p> <p>We deliver a monthly ticket summary, and reports about MDM system performance and stability.</p> <p>Our SMEs conduct quarterly meetings with your team to advise on best use of your system, and suggest improvements.</p> <p>We applies fixes or patches for you with your approval.</p>
	<p>ENHANCED</p> <p>24/7 issue troubleshooting & escalation</p> <p>Monitoring dashboard for application & infrastructure</p> <p>SME advice</p>	<p>We triage and diagnose your reported issues using IMT installed monitoring tools.</p> <p>You have access to the monitoring dashboard to view real-time system performance.</p> <p>We deliver a quarterly ticket summary, and reports about MDM system performance and stability.</p> <p>Our SMEs will notify you of important patches and provide guidance on how you can safely apply changes to your environment.</p>
	<p>ESSENTIAL</p> <p>Business hours troubleshooting & escalation</p> <p>Patch and upgrade notifications</p>	<p>We triage your reported issues and assist your team in troubleshooting.</p> <p>We will let you know when there are important patches and upgrades to install.</p> <p>We deliver a quarterly ticket summary and review your issues with you.</p>

For more information on IMT AMS, visit our website at <https://www.imt.ca/our-services/managed-services/ams-services/> or contact ams@imt.ca.



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