

WE GET MANAGING YOUR IT ENVIRONMENT IS A NEVER-ENDING JOB.

CDW Amplified™ Data Center
Managed Services for IBM i



The IBM i platform is the centerpiece system running your business. It offers stability, security and simplicity – but it is increasingly difficult to find individuals who know how to support it. CDW can help with our IBM-certified specialists and a managed services plan to suit every environment.

Managed Services for IBM i can help you achieve:

-  Operational Efficiencies
-  Reliability
-  Reduced Risk

Orchestrating the Right Solution

Leveraging our extensive IBM i capabilities, we put together solutions using a wide array of IBM i services across the entire IT lifecycle, from planning and assessments to managed services for both high-availability and non-high-availability IBM i environments. Let CDW help augment your IBM i operations staff with qualified managed services delivered by engineers with years of expertise and a library of best practice techniques.

Our IBM i Services include:

- System hardware and software design, management of resources, and LPAR configurations
- System health checks
- Managed ViOS Storage
- System performance monitoring and tuning
- 24/7/365 NOC
- IBM Practice with IBM servers, storage and OS
- 200 engineers (Level I, II and III) with 10-plus years of experience working with our 700-plus customers

CDW GETS IBM

Your dedicated account manager is backed by IBM-specific engineers and solution architects. We can design IBM solutions and services, with hundreds of IBM technical certifications and over 50 sales and technical experts nationwide. We have solutions expertise in:

IBM PowerSystems

- We're a Top 5 IBM Power Partner

IBM Storage

- We've achieved IBM Specialty Elite Status

IBM Services

- We perform CDW-Badged Services, Lab Services, and Migration Factory and Arrow Training

IBM Software

- We are Software Value Plus (SVP) authorized. SVP is for IBM Business Partners who are proficient in the design and implementation of IBM software technologies.

CDW's full lifecycle of Services can support your business no matter where you are on your journey



Services Checklist

Managed Services plans for IBM i are available for a predictable monthly fee.

Service	Availability Management (Gold)	Proactive Maintenance (Silver)	Advanced Monitoring (Bronze)
Monitoring			
Monitor high-availability solution for replication issues, objects out of sync, backlogged journal entries, and high availability-specific jobs in a message wait status	✓	✓	✓
Monitor and report historical statistics for important data regarding replication status	✓	✓	✓
Identify and adjust monitoring to reflect customer's environment and high-availability expectations	✓	✓	✓
Upgrades			
Install and verify Syncsort service packs on client servers	✓	✓	
Reporting			
Provide automated, real-time replication reporting and object synchronization status	✓	✓	✓
Provide assessment of performance reports and recommendations	✓		
Maintenance			
Resolve any out-of-sync objects	✓		
Work with clients to resolve any recurring object replication issues	✓		
Suggest and implement new configurations for tuning and reliability, including journaling changes, application groupings and specific object replication configurations	✓		
Check library and IFS replication quarterly to ensure any new objects are being replicated as desired	✓		
Add or exclude objects from replication profiles	✓		

Certifications

CDW has a wide range of IBM-certified specialists to deliver the right solution for your organization.

- PowerSystems Sales for AIX and Linux
- PowerSystems Sales for IBM iOS
- PowerSystems Technical Support for AIX and Linux
- Storage Sales Combined V1
- XIV Storage Systems Technical Solutions V2
- Midrange Storage Technical Support V1
- High-End Disk for Mainframe V6
- IBM-Certified Solution Architect – Cloud Computing Infrastructure V1
- IBM-Certified Specialist – Storwize V7000 Technical Solutions V1
- IBM-Certified Specialist – System z Sales V6
- IBM-Certified Specialist – System z Technical V5
- IBM Netezza Technical Mastery and Solution Sales Professional V1
- IBM Smart Analytics Solution Sales Professional V1
- IBM-Certified Solution Adviser – Cloud Computing Architecture V1
- IBM Unica Enterprise Campaign Technical Professional V1



To learn more about CDW's Managed Services for IBM i, contact your account manager or call 800.800.4239.



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