IBM Software Services

consult educate support **succeed**

IBM Software Services delivers expertise in innovative design, implementation, training and support for IBM Software products. As part of the IBM Software Labs, we are the specialists called on to deliver successful outcomes to client projects.

- A team of highly skilled consultants with broad architectural knowledge, deep technical skills, quality project management experience and best practices expertise.

- The first to use new IBM Software products in the field, enabling our customers to realise the business benefits sooner.

- Extensive experience in developing innovative software solutions forged in IBM's international software Labs – offering access to a unique global talent pool.

- A breadth of skill and expertise to successfully implement on large and small projects.

- A flexible, collaborative approach and proven processes to deliver consistently professional results which closely meet the business needs of our customers.

- Premium Support services to improve return on investment and drive down cost.

- Innovative, quality education solutions to minimise the time to expertise in use of IBM Software.

IBM Software Services offers IBM customers a range of skills to ensure their complex software projects are a success. Based on your business needs, you can choose to apply our software expertise to a tactical technology project, or let us help you develop a more comprehensive solution by integrating elements of our extended services portfolio.

consult

Our skilled and knowledgeable consultants are available to help you integrate your IBM software solution into your technical and organisational environment, maximise the value of your investment and achieve or exceed the business results you seek.

educate

We have developed a broad range of educational solutions to enable your staff to understand, plan, implement, optimise, use and maintain your IBM software. These solutions are delivered globally by expert instructors with real-world experience.

support

Whether you are already using an IBM software solution or planning to implement one, we can help you leverage ongoing business value from your investment. Our Premium Support Program covers the entire software infrastructure lifecycle – from planning, through deployment, growth and optimisation, to management of upgrades and change.

succeed

Because we are the first to use IBM software products in the field, we are able to help you realise the business benefits of new technology sooner. IBM Software Services represents a major source of expertise in IBM software products locally and overseas. Our close ties with IBM's international software research and development Labs enable us to tap into a global pool of technology expertise to overcome the most difficult issues.

consult

Take your results to the next level

IBM Software Services maintains the strongest skills in the industry for the implementation of IBM software solutions. These are proven across an impressive portfolio of successfully completed projects in our region and around the world in almost every industry.

Investment in new technology can be risky. We can help you mitigate that risk by providing access to some of the most extensive technical consulting skills available anywhere in the world. As part of the local and global IBM Software Labs, we have access to the organisation that builds the software, ensuring you have the right capabilities deployed on your projects.

Accelerate the business benefits

IBM Software Services can help you take the fast path – getting you up and running quickly to maximise the return on your investment. We are the first to use new technology and deploy it in the field, which means we can move rapidly and have the experience to add optimal value to your software implementation.

As part of the IBM Software family, we have direct access to the people who actually design, build and test IBM software and are privy to the latest business and technology innovations – enabling us to deliver the best solutions for your organisation in the shortest timeframe. With your business blueprint in hand, you can rely on our consultants to integrate your new solution as quickly as possible.

Global talent pool

In addition to our extensive and highly-acclaimed local team, IBM Software Services also has access to the IBM Software global pool of technical talent. This enables us to deploy the most appropriate resources, when and where you need them, to ensure the success of your software deployment projects.

In using IBM Software's cutting edge technology to deliver measurable business benefits, our consultants work with IBM's worldwide software Labs and research facilities to make your software solution work in your local and organisational environment.

In a competitive and fast-changing business environment, you must leverage the full potential of your software investment.

Flexible delivery across the software lifecycle

IBM Software Services assists you to solve today's problems and helps you prepare to address the challenges of the future.

Our comprehensive range of consulting services can be tailored to meet your specific needs across the lifecycle of your IBM software. Services include:
• Business Requirement Definition
• Technical Assessment
• Proof of Concept
• Solution Architecture Definition
• System Design and Functional Requirements Definition
• Business Integration Pilot
• Business Integration Deployment
• Health Check
• Performance Tuning
• Quality Assurance
• Upgrades and Development Requests

Delivering real business value

Our experienced consultants can:
• Accelerate the benefits of your IBM Software based solutions by helping you deploy them more quickly and at lower risk
• Offer proven methodologies and best practices from global IBM Software Labs and early deployment teams
• Help you reduce ongoing costs and improve management and availability through operational excellence
• Ensure you maximise your return on investment by closely aligning your technology with your critical business needs

For more information on IBM Software Services and consulting services we offer, talk to your IBM account team, or visit **www.ibm.com/software/au/services**

"Our IBM Software Services consultant has been invaluable in all dealings and is a very highly valued extension of our team."

educate

Your people – a key success factor

Whether you are migrating to a new IBM software platform or upgrading an existing one, your staff will be able to implement and integrate new technology more quickly and smoothly – delivering a faster return on your investment – with the appropriate knowledge and skill sets.

IBM Software Services offers proven outcomes for the benefit of your organisation. Our flexible curriculum and delivery options can be tailored to meet your training needs, project scheduling and budget to maximise your existing investments in technology by developing the knowledge of your staff.

Become an employer of choice

In these times of fierce market competition for technical talent, it is better business practice to retain rather than recruit. Structured educational opportunities leverage your existing investment in your staff, and help you retain key employees who have experience and familiarity with your critical business systems and environment.

When you do need to add to your team, career development opportunities and the availability of training programs can be a key differentiator in securing highly-qualified candidates.

Expert classroom training

Our classroom-based courses immerse your students in a rewarding and effective educational event by providing in-depth technical material and expert instructors with years of experience of using and deploying IBM software tools.

Open Enrolment Courses: a far-reaching and flexible curriculum encompassing hundreds of courses in dozens of curriculum areas – delivered at over 15 locations throughout Australia and New Zealand.

Open Enrolment Courses on Demand: if you don't have the numbers for a dedicated class, you don't have to wait for the next scheduled class in your location.

Dedicated Courses: private training delivered at an IBM site or at your location – either as a standard course offering, or customised to meet your organisation's specific education requirements.

e-learning for convenience and flexibility

IBM software education is not limited to the classroom. We offer extensive e-learning options enabling anywhere, anytime education to meet the convenience of both your organisation and your staff.

The best way for organisations to set themselves apart from the competition is to invest in their people.

Flexible components of our e-learning programs include:
- Live and self-paced virtual classes
- Remote labs and simulations
- Discussion forums
- Instructor feedback

Mix with the best

IBM Software's acclaimed technical conferences are part of the comprehensive educational experience. As well as the opportunity to network with other real-world users, our conferences and special educational events enable you to:
- Learn from global specialists and software users
- Collect tips and techniques from development experts
- Explore the latest trends and product strategies and gain advance intelligence about new product releases
- Gain hands-on experience in software labs and earn professional certification

Reducing time-to-market

A well-executed training program helps organisations achieve competitive success by supporting:
- Smoother implementations and upgrades
- Optimisation of internal resources
- Faster issue resolution to reduce project delays
- Fewer end-user support requests
- Enhanced attraction and retention of valuable technical employees

Contact your IBM representative to discuss the specific training needs of your team, or find out about the many educational offerings available for IBM software users by visiting **ibm.com/au/training**

"An outstanding technical conference in all respects. Well run, excellent content, speakers, presentational material, facilities... everything. Face time with the experts after every session was worth the admission alone!"

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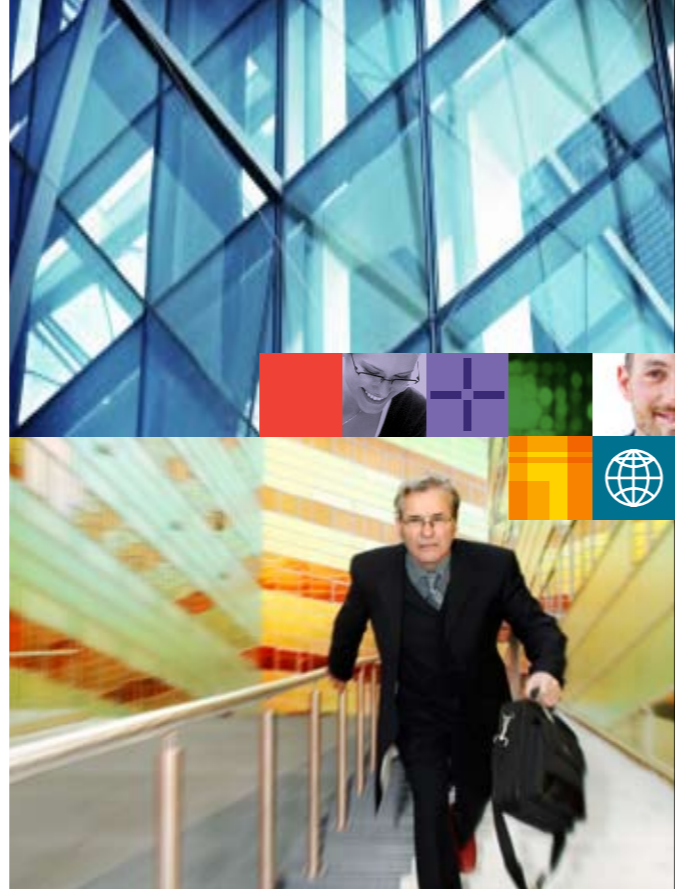- Gain hands-on experience in software labs and earn professional certification

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support

Reduce costs and risks

In today's fast-paced, globally-competitive environment, there's simply no room for downtime or delays. You need comprehensive and proactive software support to enhance the availability, efficiency and flexibility of your technology environment. IBM Software Premium Support provides personalised, expert assistance to support your complex environment and high-availability requirements.

Whether your business operations span a national region or the entire world, IBM can help you optimise the return on investment from your IBM software.

Personalised, expert assistance

We take a collaborative approach to the ongoing support of your IBM software – anticipating and acting quickly to meet your needs. Each Premium Support Program client is assigned a Premium Support Manager (PSM) and one or more Premium Support Analysts (PSA).

Your PSM:
- Acts as your single point of contact within the IBM Software support organisation
- Provides ongoing assistance ranging from service management and communication with your key staff, to strategic advice and reporting

- Develops a deep understanding of your complex infrastructure, enabling them to provide specific advice based on your unique business needs

Your PSA:
- Provides technical advice and skill-sharing in a specific product area
- Works closely with your IT team, sharing expertise, relaying information and recommending best practices for managing your software investment
- Uses knowledge of your environment to deliver expert remote technical assistance, technical reporting and onsite support

The benefits of personal support extend to your relationship with our team of support professionals, who become familiar with both your technology infrastructure and your business imperatives.

Finally, Executive Sponsorship helps ensure you get the most from your Premium Support Program. A senior member of IBM's global support team conducts regular reviews with you and your team.

When outages occur or strategic initiatives are held back, the effects reverberate across the value chain and the costs add up quickly.

Proactive infrastructure management

IBM Software Services Premium Support does more than simply assist you with issue management. Because your Premium Support Manager and Premium Support Analyst become intimately familiar with your environment, they can help you reduce risks through proactive planning and best practices designed to anticipate and avoid problems. They can also help you understand what types of changes could improve the flexibility of your software systems.

Together, you can reduce or avoid costly outages, streamline management processes and proactively prepare for ongoing change. This leaves your in-house IT team to focus more of its efforts on enabling new business initiatives.

Flexible support service options

Your IBM Software Services Premium Support Program is designed to support your unique requirements and deliver maximum value across the software infrastructure lifecycle. You can choose the components you need, and change them over time as your business imperatives change.

Premium Support is available for IBM Information Management, IBM Lotus, IBM Rational, IBM Tivoli and IBM WebSphere software implementations.

To learn more about how Premium Support could help you optimise the availability and flexibility of your IBM software, contact your IBM sales or service specialist, or visit **www.ibm.com/software/au/services**

"Our Premium Support Manager is always available to take a call. It is amazing just how much he can remember."

succeed

Leveraging the power of IBM Software

Our experience and ability to succeed for our clients is demonstrated in a wide range of completed projects – from creating a deployment strategy, to troubleshooting and optimising the performance of applications and systems.

Deploying WebSphere's SOA framework for application integration

IBM Software Services assisted a state government department move from an environment which was neither transparent nor homogonous to an Enterprise Service Bus architecture. Using IBM WebSphere Message Broker to standardise the integration platform, the department now has a scalable, evolvable and robust infrastructure to meet its future requirements.

We also provided expert technical resources for building adapters for the department's ERP system, point of sale systems and web services – bringing together key assets of the client's existing applications, and preparing it for the integration of new ones.

The new infrastructure has contributed to an increase in profitability by driving down maintenance, accelerating project delivery and reducing systems integration costs. Customer satisfaction has improved thanks to the high availability and reliability of the department's systems.

Customised curriculum enables Rational rollout

A government department had invested in IBM Rational, but was lacking the internal skill sets to utilise it properly. IBM Software Services training specialists met with the IT team to assess the training they would need to deliver a successful rollout – analysing skill gaps needing to be filled.

The result was a specially customised curriculum that closely met the needs of the individuals. IBM Software Services also provided follow-up mentoring, to ensure the new skills were ingrained and that the department was effectively using its new IBM software.

The department's technical staff were equipped with the skills and confidence to achieve a rapid return on its software investment. The curriculum delivered a shorter skills development cycle, as it was tailored to their specific needs.

IBM Software Services is the team to engage for success in the design, integration, implementation, training and support of IBM Software solutions.

Lotus Premium Support: Reducing messaging costs

An Australian bank wanted help in managing its Lotus Notes messaging environment, with a view to reducing costs, and improving availability and performance. It also needed on-going assistance with upgrades, application development for improved internal processes and the introduction of Sametime instant messaging capabilities.

Under a Premium Support Program, IBM Software Services helped the bank minimise risk by providing support during critical situations and reducing response times, as well as helping avoid potential risks through proactive server maintenance and employee awareness.

With a more stable messaging environment, the bank's users now have the tools vital for conducting their daily business, resulting in decreased volumes of paper used and increased productivity.

"We are in the final stages of our IBM Software implementation. The project has been challenging, but I wanted to commend the commitment of IBM Software Services to see this project through to a quality result. Given the profile this program has within the organisation, it has meant a lot that the IBM Software Services team has been so focused to get it across the line."

For more information on IBM Software Services, talk to your
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WebSphere. software   **Rational.** software   **Tivoli.** software   **Information Management** **software**   **Lotus.** software