

ECM System Management Services



Overview

- Proven delivery methodologies and tools to help you maximize the availability, performance, and return on investment of your ECM environment.
 - Certified, highly skilled ECM experts with deep skill sets focused on performance, administration, and disaster recovery.
 - Extensive experience with and technical knowledge of complex environment configurations.
-

Maintaining the value, reliability, and availability of your IBM ECM environments

Organizations that make a significant investment in the deployment and ongoing support of Enterprise Content Management (ECM) environments know they are complex and require a variety of components and the right resources all working together to operate efficiently.

To help achieve the best possible return on investment, you need to optimize your ECM environment performance, validate that you are leveraging industry best practices, and ensure that the system is highly available and ready to serve your needs. In short, your ECM system is only effective if it is up and running smoothly and performing optimally at all times.

IBM® Software Services for Enterprise Content Management offers System Management Services specifically designed to help you make the most of your ECM investment in three key areas:

- **Health Check Services** to maximize system performance.
- **Remote System Administration Services** to provide best-of-breed operational management of your ECM environment.
- **Disaster Recovery/High Availability Services** to maximize system uptime and support an orderly system recovery.

Health Check Services

Performance Optimization Services can help identify the root causes of system bottlenecks and poor system performance and provide recommendations on the appropriate actions to take to optimize the performance of your environment.

Capacity Planning Services can provide critical trend analysis data to help make the right decisions about the timing and amount of capital expenditures required for future system upgrades. “What if” scenarios can be applied to help anticipate the impact of planned changes.



A **System Deployment Review** of your ECM system configuration can help ensure alignment with your specific IT requirements and IBM's deployment best practices. This service reviews your ECM environment server setup and system design as well as the existing IBM product environment and configuration. It can also deliver operations practices recommendations covering backup strategy, potential upgrades, and best-practice guided modifications.

Remote System Administration Services

IBM Software Services delivers customized, cost-effective system administration solutions using proven processes, tools and monitoring agents developed and perfected over years of successfully managing ECM production installations. We have deep knowledge of ECM software and can help maximize system performance and availability while ensuring seamless integration.

Disaster Recovery/High Availability Services

Being able to rapidly resume normal operations and productivity after an unplanned outage is critical, especially for industries requiring high-availability and compliance (such as e-commerce, banking, and insurance applications). Reliance on back-up data is not enough to restore your business. You need a formal, testable disaster recovery solution that will get you back online quickly.

There are many disaster recovery options from traditional hot site recovery services to fully redundant systems with each having significant cost/benefit implications. IBM Software Services' Disaster Recovery Services are designed to provide you with a valuable understanding of your disaster recovery options and guidance on the solution that best meets your requirements.

Along with IBM Business Continuity and Resiliency Services, we offer a complete solution for hot site availability service that can have you fully recovered 24 hours after an unplanned event.

For clients who need a quicker recovery timeframe, an internal redundant system solution is required. IBM Software Services can provide the expertise needed to help your chosen storage replication vendor accurately set up and configure your environment. Our team can also provide Enhanced Availability Configuration Assistance for clients who wish to take a formal approach to maximizing the availability of their ECM environment.

For more information

To learn more, please contact your ECM Service Sales Representative or visit our website at ibm.com/software/ecm/services.



© Copyright IBM Corporation 2011

IBM Corporation
3565 Harbor Boulevard
Costa Mesa, CA 92626-1420
U.S.A.

Produced in the United States of America
September 2011
All Rights Reserved

IBM, the IBM logo, and ibm.com logos are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both. If these and other IBM trademarked terms are marked on their first occurrence in this information with a trademark symbol (® or ™), these symbols indicate U.S. registered or common law trademarks owned by IBM at the time this information was published. Such trademarks may also be registered or common law trademarks in other countries. A current list of IBM trademarks is available on the Web at "Copyright and trademark information" at ibm.com/legal/copytrade.shtml

Other company, product, and service names may be trademarks

References in this publication to IBM products or services do not imply that IBM intends to make them available in all countries in which IBM operates.



Please Recycle
