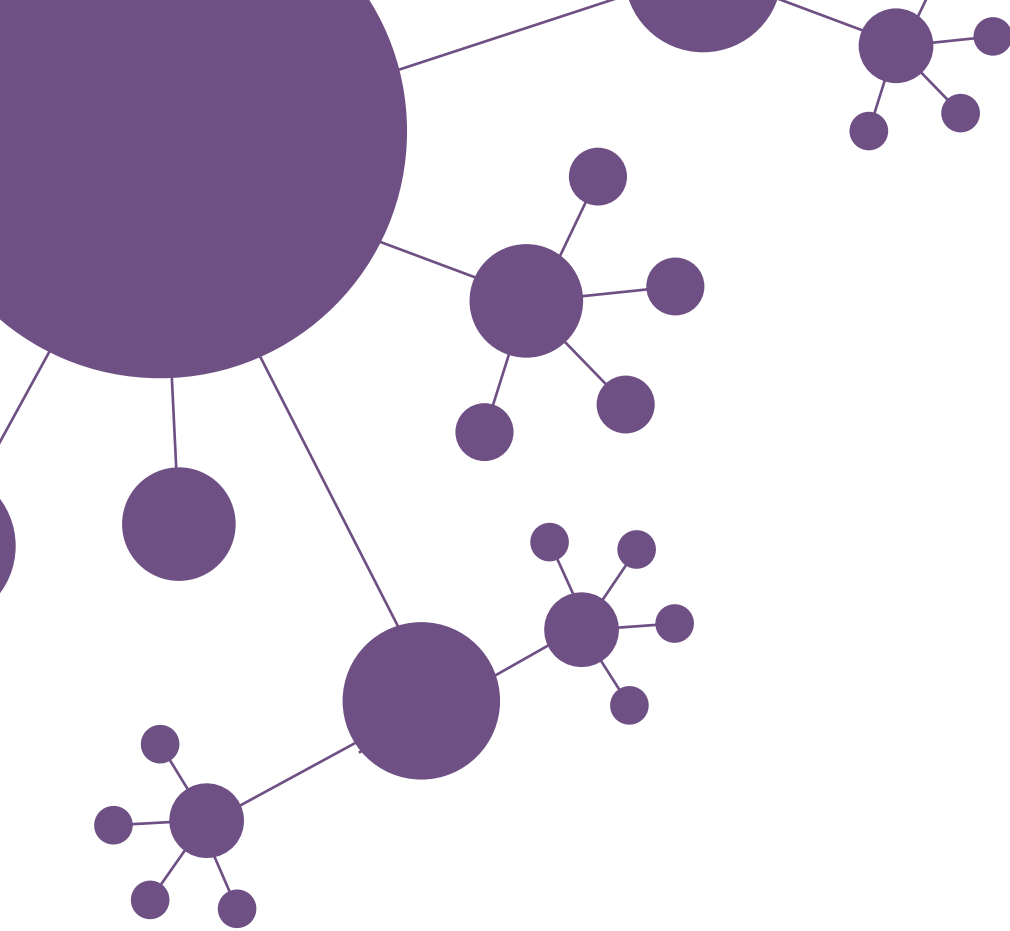


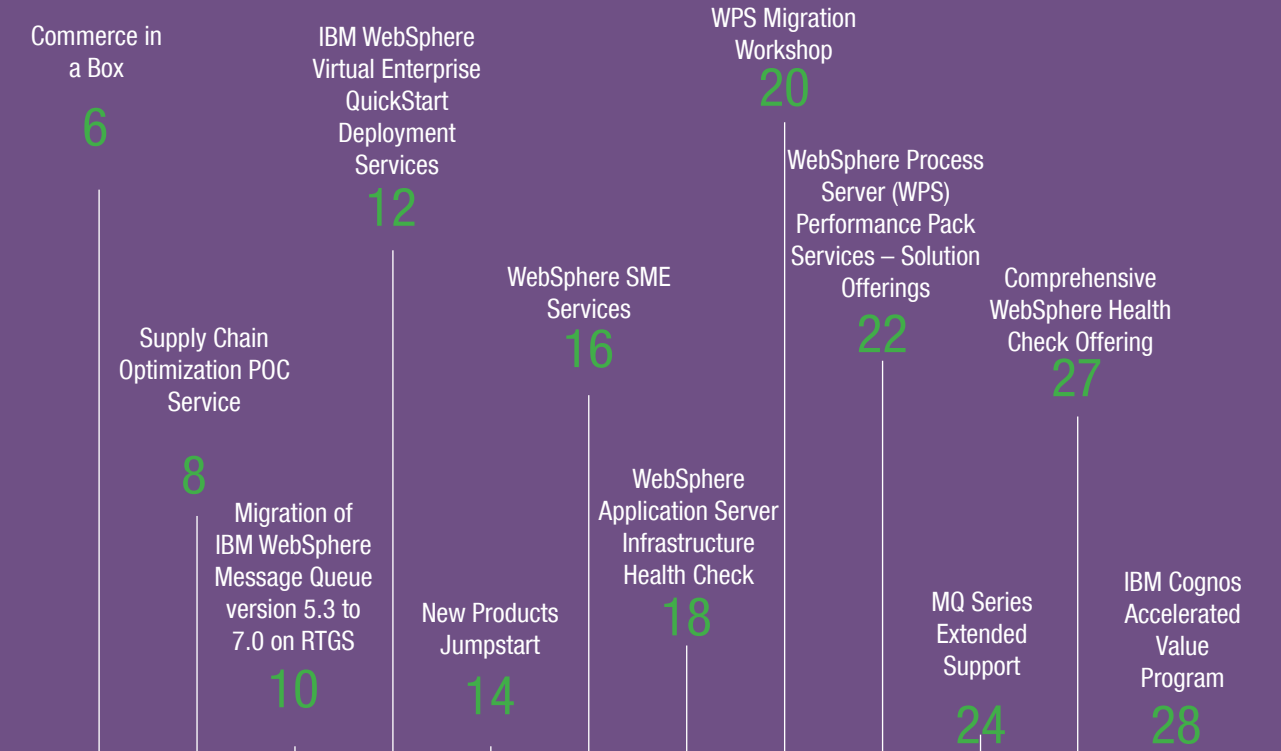


Dynamic. Integrated. Optimized.

WebSphere software
Benefit from our experience



IBM Software Service offerings





IBM WebSphere

Immense capital is being invested by organizations into software to support and augment their businesses worldwide. The enormous amount of applications supported by these products, in turn bid a substantial number of IT staffs and consequent infrastructure fabrication, administration and maintenance. These investments see no bias whatsoever. All organizations; irrespective of their size are readily plunging capitals on this indispensable requisite.

These products have far-reaching impact on the fortune and efficiency of any project. Even a relatively small improvement may have the aptitude to bring in vast business benefits. The speed and quality of solution delivery; efficiency and cost-effectiveness of IT organizations; stability, reliability and security of solutions, all confide in these infrastructures.

To help you with the ongoing effort to derive the best ROI for invested capital and equip you to face the persistently changing market environments, IBM Software Services bring to you their exclusive service offerings. These services will guide through all IBM software products, help you successfully migrate or upgrade them, and simultaneously get the health of mission critical applications and software's.

We are here to help you upgrade your business, optimize them, make them smarter.



Commerce in a Box

Automate and integrate online marketing and sales processes across multiple channels

IBM WebSphere Commerce provides companies of all sizes with a powerful customer interaction platform for cross-channel and online commerce – supporting all business models and providing a next-generation solution for all of a company's e-commerce needs. From a simple online store to a fully integrated, multi-channel sales network, WebSphere Commerce can be used for any or all of a company's business models and touchpoints. It is the single, unified platform you need to do business directly with consumers, with businesses, indirectly through channel partners – or all of the above simultaneously. WebSphere Commerce helps companies of all sizes enable their customers to do business on demand – when they want, where they want and how they want. Whether a small or midmarket firm or a large multi-national corporation, IBM WebSphere Commerce has a solution for you.

Overview

- Pre-packaged software, hardware and services, easily adoptable e-commerce solution, turnkey solution
- Provides a complete, stable and robust e-Commerce platform
- Built on proven, industry standard hardware/software components
- Complete out-of-the-box, doesn't need any other components to work
- Bundled with the necessary IT services and enablement
- Go-live in weeks after purchase

Focus Industry

- Retail, Cross Industry
- Client Size: More than 100 employees
- Typical Sponsor: IBM: SWG Services team, GBS
- Client: Chief Executive Officer, Chief Information Officer, Chief Technology Officer, IT Manager

Assumptions

- Minimal User Interface changes
- Catalog data available and to be supplied by the customer
- Leverage WebSphere Commerce out-of-the-box business processes
- Internet connection with adequate bandwidth is available at the deployment site
- Firewalls and other security components will either already be in place or will be configured as per customer requirements
- The site will be available in English language
- The site will support INR as the currency for orders
- SSL certificates available or will be procured by Company A
- Only ICICI bank payment gateway will be supported
- Technical resources from the customer side available during the project for smooth knowledge transfer

Benefits/Value Proposition

- Faster time to market – Pre-packaged
- Easy adoption – Near appliance
- Quick customizations – Web based tooling
- Low risk – Low cost
- Proven platform – WebSphere Commerce
- Pre-built Integration – Payment, SAP (optional)
- Scalable for future

High Level Plan

- Value Frame 1 - Site Configuration
- Value Frame 2 - Data Upload and Setup
- Value Frame 3 - Storefront Configuration
- Value Frame 4 - SAP Integration (Optional)
- Value Frame 5 - User Acceptance Testing
- Value Frame 6 - Customer Education and Documentation
- **Approximately 30 calendar days to go live**

Scope

- User Login & Registration
- User Account Information
 - Wish List, Quick Checkout, Order Status, Address Book
- Product Catalog
 - Categorization, Details, Collection/Grouping, Association-Cross/Up, Pricing, Bulk Upload
- Product Search
 - Single/Multiple Word, Product Name, Description, Category
- Discounts
 - Promotions based on customer segments
- Promotions
 - Codes, Predefined Dates, Suggested Selling, Targeted Ads
- Promotion Type
 - Products, Orders, Shipping
- Shopping Cart
 - Add, Delete, Modify
- Payments
 - Integration with ICICI Gateway
- SAP Integration (Optional)
- Shipping
 - Modes, Charges
- Order Confirmation

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/websphere/>

Supply Chain Optimization POC Service

Powerful and easy to use packaged supply chain planning and scheduling solutions

IBM ILOG Supply Chain Applications are easy-to-use, optimization-based decision support solutions to solve complex supply chain and production problems. These off-the-shelf applications are used by over 50% of the world's largest supply chains, helping businesses create the best possible plans, explore alternatives, understand trade-offs, and respond to changes in business operations.

The leader in optimization and performance, IBM ILOG Optimization solutions are the gold standard in optimization technology, allowing firms to gain a unique competitive advantage.

Overview

- 3 weeks standard consulting service module to demonstrate the value associated with supply chain optimization using IBM ILOG software
- Standardized data set requirement
- Standardized deliverables that showcase the ROI associated with tools such as ILOG Supply Chain optimization

Focus Industry

- Cross Industry
- Client Size: More than 100 employees
- Typical Sponsor: IBM: SWG Services team, GBS
- Client: LOB leaders such as Supply Chain Heads, Planning Heads

Benefits/Value Proposition

- Standardized and intense consulting module
- Standard data set needed
- Quick value proposition demonstration
- Expert resources to establish the value proposition
- Practical ROI assessment to aid decision making

Scope

- A sample set of products from representative set of product categories
- A representative supply chain network
- Inventory and Network Optimization POCs
- Use of the standard Supply Chain Optimization Applications (Logic Tools)

High Level Plan

- Understanding As Is Supply Chain
- Data Collection
- Model Structure Finalization
- Data Validation
- Base Model Development & Validation
- Identify Scenarios
- Scenario Analysis & Development

Assumptions

- Leverage ILOG Supply Chain Optimization Out-of-the-box products
- Data required for the exercise is available to a reasonable state
- Customer is open to share data for the POC

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/websphere/>

Migration of IBM WebSphere Message Queue version 5.3 to 7.0 on REAL TIME GROSS SETTLEMENT SYSTEM (RTGS)

Increase business agility, reduce IT maintenance and integration costs

John Doe
One Million Only

Ac No. 000701055781

ICI Bank
Bank Limited

hi Branch
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hi - 110 001
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IBM WebSphere MQ helps untangle costly and debilitating IT complexity associated with point-to-point connectivity and integration. WebSphere MQ improves the flow of information across an organization and positions it to adjust to dynamic business requirements, reduce maintenance, integration costs, and seamlessly bridge to new technologies.

Overview

“RTGS” or Real Time Gross Settlement system is a funds transfer mechanism where transfer of money takes place from one bank to another on a “real time” and on “gross” basis. This is the fastest possible money transfer system through the banking channel. Settlement in “real time” means payment transaction is not subjected to any waiting period. The transactions are settled as soon as they are processed. “Gross settlement” means the transaction is settled on one-to-one basis without bunching with any other transaction. Considering that money transfer takes place in the books of the Reserve Bank of India, the payment is taken as final and irrevocable.

Focus Industry

- Banking RTGS customers who are on Windows 2000 advanced server with Oracle version 9i and IBM WebSphere MQ series 5.3Client

Benefits/Value Proposition

- Migration mandate as per RBI mandate
- Latest software versions to leverage newest product features
- Real time updates
- Scalable for future

Assumptions

- Valid RTGS system needs to be provided
- Assumes customer is on IBM WebSphere MQ 5.0.3
- Migration will be carried out for only IBM WebSphere MQ component from 5.x to 7.0.1
- Down-time needs to be arranged during migrations
- MQ instable needs to be provided
- Backup of existing system component needs to be taken care of by customer before the migration is initiated
- Software requirement should be met as per the WMQ SOE before migration can be initiated

Scope

- Scope limited to upgrading IBM WebSphere MQ Series Version to 7.0.1
- Proposed Migration can be done with WMQ 7.0.1 queue manager clustering with and without Microsoft clustering
- RTGS proposed migration architecture (WMQ 7.0.1 queue manager clustering with Microsoft clustering)
 - IBM WMQ 7.0 installation would be done on both the nodes.
 - WMQ queue manager creation would be done on a single node with the WMQ queue manager data and logs available on shared/quorum disk.
 - Failover of Primary to Backup and Backup to Primary would be done manually.
 - Manual task required and down time would be more.
- RTGS proposed migration architecture (WMQ 7.0.1 queue manager clustering without Microsoft clustering)
 - IBM WMQ 7.0 installation would be done on a Primary node.
 - WMQ queue manager creation would be done on a Primary node and then the queue manager resource would be moved onto shared/quorum disk.
 - Failover of Primary to Secondary and Secondary to Primary would be done automatically by the Microsoft cluster service as soon as either of the nodes goes down.
 - No manual task required and down time would be less.

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/websphere/>

IBM WebSphere Virtual Enterprise QuickStart Deployment Services

Virtualizes and manages enterprise applications and SOA environment to lower cost

IBM WebSphere Virtual Enterprise represents on demand capabilities in an extended environment, which lets you enhance operational efficiency by deploying dynamic operations, service high-volume transactional workloads with linear scalability and near 100% availability, or manage large scale, continuously available WebSphere Application Server environments.

Overview

WebSphere Virtual Enterprise QuickStart Deployment Service offering provides comprehensive consultancy, implementation and enablement services for consolidating your middleware infrastructure for a more optimized return on investment and availability.

Focus Industry

- Cross-industry
- Client Size: More than 100 employees
- Typical Sponsor: IBM : SWG Services team, GTS, GBS
- Client: Chief Information Officer, Chief Technology Officer, IT Manager, Datacenter Heads, Middleware Technical Environment Owners

Benefits/Value Proposition

Reduce operating and capital expenses through accelerated deployment while improving return on investment.

ISSW Infrastructure Practice team specializes in providing solutions that would help you successfully integrate your middleware infrastructure environment with WebSphere Virtual Enterprise Extensions resulting in an IT infrastructure that dynamically and reliably adapts to changing business demands.

CIO/LOB:

- We specialize in **delivering end-to-end to engagement**. The consultants will help in consolidating functional and non functional requirement, preparing design and successfully configure, install, test and integrate your middleware environment for implementing Application Infrastructure Virtualization.
- **Access to highly trained and experienced personnel** with deep product knowledge, best practices, assets, methodologies, tools and proven architectures from diverse engagement experience.
- **Access to reusable assets** that match the major architecture patterns and best practices developed for deployed products.
- **Global access and partnering** with worldwide team for bringing the best of IBM to our clients.
- **Client enablement** to assist administrators gain skills in new product while shadowing SMEs.

Scope

- Understanding functional and non functional requirement
- Install and configure latest version of WebSphere Virtual Enterprise
- Configuring HA deployment manager configurations
- Prepare two node dynamic cluster with middleware supported for complete lifecycle
- Deploying two client application on Dynamic Cluster
- Configure On demand Routers
- Configuring Autonomic Controllers
- Monitoring Operations using Dashboard capabilities and alerts
- Implement out-of-the-box service policy and health policies
- Web Server Configuration
- Showcase extended repository service
- Showcase Centralized Installation Manager capabilities

High Level Plan

Week 1

- Requirement gathering
- Solution designing

Week 2 & Week 3

- Configure, install, test and integrate client middleware applications

Week 4

- Testing, tuning, documentation, handover workshop

Assumptions

- Active participation from required stakeholders in the initial requirement gathering meetings to provide all information and materials reasonably required to enable IBM to provide the services
- Applications for implementation need to be finalized in the beginning of project
- Provide all necessary hardware, software, including O/S, network connection, etc. for hosting the modules in the production environment
- Machines readiness and media availability before starting engagement
- Provide administrator/root access to required machines
- Quick access to supporting personnel for O/S, database, application and system administrators when required
- Approve Project Change Request if there are any deviations in the project scope

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/websphere/>



New Products Jumpstart

Optimize resources. Minimize downtime.

“New Products Jumpstart” is a service offering designed to help you quickly get your WebSphere messaging project on the right track by ensuring your middleware architecture is optimized and your team is equipped to begin exploiting its capabilities.

IBM experts will train your team to understand the product and enable them to work independently. Further, we will provide you with a Proof Of Concept (POC) in line with your business requirements. This is followed by installation and configuration of your WebSphere messaging suite of products to enable the functionality your solution requires.

Highlights

- Engage a team of experts with IBM WebSphere lab services
- Overcome initial obstacles easily and smoothly
- Propel your messaging project in top gear

Benefits

- Realize the value from your recent investment in WebSphere messaging product/products
- Avoid the difficulties associated with introducing a new technology
- Reduce risk of future costs, by identifying and improving inferior and inflexible configurations
- Adapt to the new technology quickly and efficiently
- Speed up time to value, to boost project ROI
- Guidance and assistance in proactively solving and preventing known problems
- Implement best practices, guidance and usage pattern of the WebSphere messaging suite of products

Does your organization need “New Products Jumpstart”?

If you want to avoid the risk factors associated with new technology implementation, then “New Products Jumpstart” is highly recommended. Under this service offering, your team is technically groomed and enabled to meet your solution needs. Also, the Proof Of Concept that is part of the deliverables lets you get a first hand feel of the solution and technological requirements.

What is delivered?

The “New Products Jumpstart” service offering will consist of the following activities and deliverables:

- Enabling your team by focussing on their training requirements. The training is customized to your solution needs. This in turn ensures that the teams become capable of performing independently in their scope of work.
- Delivering a POC in line with your solution needs to establish feasibility of your solution and lessen risk of pitfalls.
- Installation and Configuration Workshop, which includes:
 - Installing and configuring WebSphere messaging suite of products on one supported server
 - Discussing installation and configuration best practices
 - Assisting with installation verification testing
- Equipping you with product specific Best Practices to be followed in your solution environment.
- Recommendations of future technology adoption in line with your current topology, solution and projected future business needs.

Benefit from IBM experience

IBM brings you a broad and deep knowledge base, with extensive experience of serving customers worldwide according to their unique and specific requirements. Tap into this expertise and enrich your business with the IBM pool of knowledge and skills.

IBM Software Group Services has the breadth and depth of skills to help you through your e-business projects. This offering is just one of the many advanced solutions available from a full portfolio of services designed to help you get the most out of your IBM software.

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/websphere/>

WebSphere SME Services

Scope, assess, review and maximize
the business value of your IT
products



Highlights

- Architecture Design and Scoping
- Architecture Assessment
- Installation and Configuration Support
- Mentoring
- Performance Assessment
- Health Check
- Migration Assessment

Overview

This General Services Offering is meant to encompass many of the engagement types a client may require for their WebSphere products. These engagement types or components can be used standalone, or combined together in any fashion that best meet the client's needs.

Architectural Design and Scoping

This activity is designed to help clients determine implementation effort as well as recommend hardware and software components and suggest the general system design.

This engagement type is highly recommended before the start of any project or implementation.

Benefits: **Review and Assessment** - Architects will review proposed implementation plans and ideas

Estimate - Architects will provide you with a detailed estimate of the implementation effort

Recommendations - Architects will provide design suggestions from Recommended Practices for a smooth implementation

Architectural Assessment

The objective of this activity is to evaluate your current system design, propose recommendations in order to provide the best functionality and value from the IBM integration products and deliver a plan for implementing them in your environment. Our architects work together with your project team to develop a tailored plan to validate the design of your mission critical, transaction intensive e-business solution, while allowing you to meet your time-to-market requirements.

Benefits: **Review and Assessment** - Architects will review and provide consultative support on current and optimal system design and architecture

Recommendations - Architects will provide detailed and client specific recommendations, which may include one or more of the following documents (depending on the products): Assessment, Migration, Deployment, Source Control, Interface Requirements, Naming Standards, Design

Migration Assessment

The objective of this activity is to prepare a roadmap to migrate your existing WebSphere product stack to a newer version environment.

Benefits:

- Leverage on the new features and functions offered in the new version of the product. Guidance on project approach to migration.
- Assist staff to define and plan the migration project and to complete a risk analysis.
- Developing and documenting the business and technical requirements for a phased project approach for migration to the new system.
- Provide optimal migration strategies suited to customer environment.

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/websphere/>

Mentoring

WebSphere Mentoring is to provide our client's development teams with sufficient hands-on experience to supplement and reinforce their product training. The main focus of the Mentoring is to provide design and project assistance so our clients will be prepared to move forward and successfully implement the interface transactions with in-house expertise and limited need for additional outside assistance.

Benefits: A Mentor resource is a senior level resource that can benefit your team by providing:

- Multiple project experience to assist your team in designing for performance and quality
- Industry recommended practices in using WebSphere software

Performance Assessment

The objective of this activity is to propose recommendations in order to improve the functionality and performance for your WebSphere system.

Benefits: Our experienced consultant will work with you to understand operational objectives as well as current systems, architectures and business processes. The consultant will provide recommendations for:

- Development strategies
- Desired performance/throughput
- Disaster recovery and backup strategies

Installation & Configuration

The objective of this activity is to provide services for Installation and Configuration in support of WebSphere products. The Installation and Configuration Workshop requires getting your development environment ready so that the products can be installed.

Benefits:

- Lead your staff through the installation and configuration process including recommendations for recommended practices on naming standards and configuration settings.
- Perform the customization of the system in your environment.
- Mentor your system administrators with respect to recommended practices.

Health Check

The objective of this activity is to review your WebSphere environment and determine the health of your WebSphere products.

Benefits:

- Provide an Architectural review. Review the current levels of your products and provide recommendations for the code level and maintenance processes.
- Review the configuration and provide recommendations based on IBM recommended practices.
- Provide tuning recommendations wherever applicable.
- Review the application architecture and provide Recommended Practice recommendations.
- Provide input and guidance on implementation practices. Review the application programming methodology and provide Recommended Practice recommendations.
- Verify that the programmatic approach and implementation is best suited with respect to usability and performance throughput.
- Review the system capacity requirements and provide recommendations.
- Analyze the application messaging use cases and volume projections against infrastructure resources and verify the adequacy.
- Review your monitoring processes and provide recommendations.

WebSphere Application Server Infrastructure Health Check

Optimize server performance, enhance operational efficiency.

Overview

With today's complex IT environments, businesses run the risk of experiencing problems such as system degradation or downtime. System stability and performance improvements can often be made by making configuration adjustments based on a thorough technical evaluation performed by experienced IBM Software Group Services professionals.

The WebSphere Application Server Infrastructure Health Check is a proactive infrastructure assessment by subject matter experts, which will help ensure that customer's infrastructure is operating effectively, meeting their growth and performance requirements and is in line with IBM's guidance for best practices.

The Health Check is designed to assist WebSphere customers in identifying key areas for server system stability and performance improvement. This service will provide recommendations to assist customers in ensuring that server outages are minimized and performance is optimized.

Benefits

- More productive use of system resources
- Understanding of current and potential issues
- Avoidance of breakdowns
- Clear identification and solutions to performance detractors
- Less time and resources wasted in circumventing problems
- Better planning and forecasting
- Access to highly trained and experienced experts from IBM Labs

Does your organization need a WebSphere Application Server Health Check?

- Do you need assistance in identifying the source of instability issues in relation to WebSphere Application Server infrastructure?
- Are you looking for ways in which you can optimize the performance of your WebSphere Servers?
- Have you recently upgraded your WebSphere Application Server Infrastructure and are ready to fine tune them to maximize the additional features?
- Could you benefit from some guidance from an experienced IBM Software Group Services professional?
- Do you need an extra pair of hands, to assist in determining potential areas of performance improvements?

If you answered 'yes' to any of the above questions then you are ready for a WebSphere Application Server Health Check.

What is delivered?

The WAS Infrastructure Health Check provides the following deliverables:

- Architecture Review and Assessment
- High Level Assessment of Project Lifecycle Methodology Activities
- High Level Skills Assessment
- WebSphere Application Server Assessment including NFR Assessment
- Operating System Assessment [only for AIX Platform]
- Enablement and Recommendations

Benefit from IBM experience

IBM Software Group Services has the breadth and depth of skills available to help you through your e-business projects. This offering is just one of the many advanced solutions available from IBM Software Group Services which brings you a full portfolio of services designed to help you get the most out of your IBM software.

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/websphere/>

WPS Migration Workshop

Enabling flexible, high performance business processes

Highlights

- Migration Assessment Workshop
- WPS Environment Preparation Workshop
- Upgrading the Staging Environment
- Building Production Environment
- On-going Skills Transfer, Mentoring and Production Support

Overview

This services offering is meant for customers who want to upgrade the WPS runtime to the latest version.

Migration Assessment Workshop

This workshop will analyze current runtime environments, application and data requirements, business process interactions and product compatibility.

Benefits

This activity will help to define the Migration Assessment Report which will document the current applications, environments and business process clients with their key dependencies.

WPS Environment Preparation Workshop

This workshop will focus on upgradation of the product dependencies such as database, OS level fixes and partner application dependencies. This would also include defining the migration process and notifying the stakeholders of environment changes as well as identifying resources/roles needed during migration.

Benefits

This activity will help to prepare the WPS environment for upgradation as well as to define the Detailed Project Plan which would lay down the roles, resources and timelines.

Upgrading the Staging Environment

This activity will focus on upgradation/creation of database schemes and WPS runtime as well as verification and tuning of the runtime. This would also assist in identifying and troubleshooting application errors.

Benefits

The objective of this activity is to identify the critical challenges if any, and have the necessary workarounds/fixes ready.

Building Production Environment

This activity will build the production environment based on the procedure followed for the staging environment. This would also include application of any workarounds/fixes for critical challenges identified during upgradation of the staging environment.

Benefits

The objective of this activity is to build the production environment with minimal or no challenges and troubleshooting efforts.

On-going Skills Transfer, Mentoring and Production Support

This activity will focus on the support and help needed by the customer right from the start and will continue after go-live. This can be tailored to suit the needs of individual customers, depending on their technical expertise and comfort with WPS.

Benefits

The objective of this activity is to ensure that the customer builds the capability during the course of these activities so as to ensure smooth transition from IBM as well as functioning of the new environment.

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/websphere/>



WebSphere Process Server (WPS) Performance Pack Services – Solution Offerings

Optimized to meet changing business requirements

Highlights

- Share the Best Practices of performance tuning
- Work with the customer on UAT environment during performance tuning exercise
- Work with the customer on production environment during performance tuning exercise

Overview

WebSphere Process Server helps deliver an SOA infrastructure with one common model to orchestrate, mediate, connect, map, and execute the underlying IT functions. This service offering is meant for customers who want to tune their system for optimum performance enhancement.

Share the Best Practices of performance tuning

IBM WebSphere Process Server is middleware server that is optimized to enable the execution and management of business process management (BPM) and service-oriented architecture (SOA) solutions.

Benefits

This activity will help to share IBM Performance Best Practices and also the tuning parameters required for OS, RDBMS and WPS. Customers can plan for fine tuning their environments and the business process solutions to improve response time and throughput.

Work with the customer on UAT environment during performance tuning exercise

This activity will help customers to understand various performance enhancement parameters and also measure the number of transactions processed per second by executing regression tests with large number of transactions.

Benefits

WebSphere Process Server offers a single, standards-based programming model to realize SOA-based service component architecture. It will give confidence to customers and validate the IBM WPS tuning parameter recommendations before they are actually applied on to the production system.

Work with the customer on production environment during performance tuning exercise

One of the biggest challenges for businesses is to have the agility to respond on demand to business processes. Unlike traditional integration methodologies, WebSphere Process Server allows you to respond dynamically to business demands and adapt to business conditions. A number of configuration parameters are available to the system administrator. While this offering identifies several specific parameters observed to affect performance, it helps the customer to tune those effectively.

Benefits

Business flexibility is achieved through standardizing, automating and integrating key business processes and managing the performance of these processes. This activity will help customers to improve their client base by providing faster response time and better service. Also the throughput will be increased significantly.

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/websphere/>

MQ Series Extended Support

Proactive services. Advanced solutions.

Highlights

- Proactively problem solving or prevention
- Leverage cumulative fixes for WebSphere MQ 5.x
- Identify and improve inferior configuration
- Harvest other customer experiences to known problems

Overview

The WebSphere MQ Series 5.x Extended Support is a services support designed to assist customers mitigate known issues and ensure smooth functioning of the product in critical environments.

Since WebSphere MQ Series 5.x has been sunset and product support is not available, an extended services support will help.

Benefits

- Minimize/eliminate system downtime by troubleshooting problems proactively and effectively reduce risk of future costs, by identifying and improving inferior configuration.
- Ensure that any cumulative fixes for the implemented version MQ are made proactively available.
- Provide guidance and assistance in proactively solving and preventing known problems.
- Sharing experience gathered from other customers and engagements to proactively prevent the problems which have happened in the past.
- Provide expertise in their vast experience of WebSphere MQ.
- Provide best practices, guidance and usage pattern of this product.
- Training and mentoring the team for usage of this product.

Does your organization need a MQ Series 5.x Extended Support?

Surely. Given the fact that this is sunset version of the product there is a great deal of risk involved in continuing usage of the product so it would be a wise move to engage IBM services to mitigate the known issues.

Benefit from IBM experience

IBM Software Group Services has the breadth and depth of skills available to help you through your e-business projects.

This offering is just one of the many advanced solutions available from IBM Software Group Services which brings you a full portfolio of services designed to help you get the most out of your IBM software.

What is delivered?

The WebSphere MQ Series 5.x Extended Support will consist of the following activities and deliverables:

- IBM will assist the customer team in troubleshooting problems on WebSphere MQ 5.x by making available existing fixes, cumulative fixes on WebSphere MQ 5.x.
- IBM will assist the customer in providing solutions for the known issues as observed at other customer engagements.
- IBM will provide Named Callers guidance and assistance with the intention of reducing or preventing problems from occurring in the customer's environment. These activities may include, but not be limited to, alerting the customer to authorized program analysis reports – APARs – experienced by other customers, assisting with development of risk mitigation plans when changes such as upgrades are proposed for the customer's environment, and participating in product lifecycle and maintenance planning. (This is limited to WebSphere MQ 5.x installed for RTGS solutions).
- Software support for WebSphere MQ 5.x has been discontinued by IBM. Extended support services would however be provided which would pertain to consulting around product usage, workaround for known problems and best practices.
- IBM will facilitate customer skills development related to the software product via periodic invitations to briefings by product specialists.
- IBM will provide a single focal point to the customer in enabling the above activities.
- Review general server instability issues.

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:

<http://www.ibm.com/software/in/sw-services/websphere/>

Comprehensive WebSphere Health Check Offering

A comprehensive infrastructure assessment leveraging best practices, repeatable processes, proven experience and product expertise

Overview

Health Check Offering is a proactive infrastructure assessment by subject matter experts, which will help ensure that the customer's infrastructure is operating effectively, meeting their growth and performance requirements and is in line with IBM's guidance for best practices.

Highlights

- Architecture Review & Assessment
- Project Lifecycle Assessment
 - Methodologies & activities
- Application Server Assessment
 - IHS, Edge Server, DB2 & JVM
 - Web & EJB container assessment
- Operating System Assessment
 - Reviews system configuration
 - Log analysis for errors
 - System resource utilization

Value Proposition

- More productive use of system resources
- Understanding of current and potential issues
- Avoidance of breakdowns
- Clear identification and solutions to performance detractors
- Less time and resources wasted in circumventing problems
- Better planning and forecasting
- Access to highly trained and experienced personnel

Deliverables

- 4 day end-to-end infrastructure assessment delivered by Solution Architects, Performance Experts, Runtime & System Management Specialists.
- Detailed report with recommendations specific to the application.

Target Infrastructure

- Silver Clustered Topology for a medium sized deployment
 - Single Web Server, 2 Application Servers
 - 4-5 physical servers with at most 3-5 applications hosted
- Software products in scope
 - WebSphere Application Server
 - IBM HTTP Server
 - IBM DB2 Connectivity
 - IBM Tivoli Directory Server
 - IBM WebSphere Edge Server
- Offered for AIX, Linux & Windows

[System Management Assessment for AIX only]

For more information

To find out more about this offering, contact your local IBM Software Group Services representative or Visit us at:
<http://www.ibm.com/software/in/sw-services/websphere/>

IBM Software Accelerated Value Program

Leading across the IT life cycle



Highlights

- Plan, deploy, grow, optimize, and extend your software environment and applications with the Accelerated Value Program
- Take advantage of proactive planning, deployment mentoring, and knowledge sharing before projects start
- Accelerate past project delays with fast problem resolution via priority call handling, problem management, and emergency on-site services

Change happens quickly. Problems arise. The marketplace never stops moving. Just ask IBM clients around the world, and they'll tell you that their business wouldn't be the same without the IBM Software Accelerated Value Program.

IBM Software Accelerated Value Program allows you to meet challenges as they arise—and even before they appear, with proactive monitoring of your company's IT needs. Our clients maximize their software return on investment by working with our dedicated team that understands the highly individualized needs of complex companies.

Our clients succeed because of the fast, timely service that the Accelerated Value Program provides.

Why the Accelerated Value Program?

The Accelerated Value Program provides a wide array of services aimed at maximizing your software investment anywhere along the life cycle of your software infrastructure. Our goal is to help you achieve faster time to value, lower the total cost of ownership (TCO), and provide proactive guidance on infrastructure management and operations.

How the Accelerated Value Program helps

- Single point-of-contact—The Accelerated Value Program is your liaison to IBM Support, development, product managers, IBM Business Partners, Accelerated Value team members, and third-party vendors
- Proactive problem avoidance—We offer our clients risk and change assessment, remote or on-site assistance and coordination, interoperability research, and skill gap assessments
- Knowledge and skill sharing—We offer our clients first access to environment specific technical content, on-site technical activities, staff coaching, workshops, and guidance. When available, you receive invitations to remote briefings and summits
- Problem Management—Not all problems can be avoided. In those cases, we monitor and expedite closure of service requests. We help coordinate solutions, provide status updates, and manage escalations

- Operational and technical guidance—Our areas of expertise include research on interoperability, architecture, and performance and guidance on installation, configuration, and trend analysis
- Best practices—We'll learn about your IT environment, infrastructure, and people. Then, we'll help you avoid known software defects and provide recommendations to help avoid known issues

Key components

Accelerated Value Leader

The AVL acts as a single point of contact to IBM, creating a virtual extension of your IT management team. The AVL coordinates proactive and reactive support activities for your team, such as:

- Providing a delivery plan and quarterly reports
- Driving proactive project planning
- Strategizing ways to help optimize IBM software
- Analyzing PMR activity to identify areas of skill building
- Reporting the status of open issues and trends
- Escalating of critical issues
- Advising alternatives to help provide quicker solutions to you everyday support requirements
- Connecting you to IBM Support management and development to raise visibility of your issues
- Creating opportunities for you to gain expertise from the IBM development labs

Accelerated Value Specialist

The primary goal of the AVS is to provide ongoing technical expertise to help you resolve reported problems and avoid future outages. The AVS is assigned to a specific area of technology and interacts directly with your designated named callers. Specific AVS activities include:

- Assisting planning, development, upgrades, and migrations
- Communicating known problems that may pose risk to your environment, and suggesting proactive action
- Anticipating conditions that could cause outages and recommending actions to minimize risks
- Recommending proactive system maintenance
- Assisting with preparatory work to ensure smooth migrations
- Providing diagnostic guidance for problem resolution
- Advising specific fixes and workarounds for your environment

Emergency on-site assistance

In the event of a business-critical (severity 1) issue, IBM makes every effort to dispatch an engineer to your site within 24 hours.

On-site assistance

On-site activities can include reviewing an existing application for adherence to best practices, performance improvements, guidance on deployment, migration or updating software.

Priority call handling

- Priority access to support centers and Level 2 software engineers
- Your AVL is notified of newly opened PMRs
- Support center notified of client-specific issues

For more information

To learn more about IBM Software Accelerated Value Program, please contact your IBM Marketing Representative or IBM Business Partner.



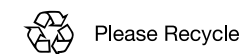
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IBM Software Accelerated Value Program

Delivery excellence via Accelerated Value Leaders and Accelerated Value Specialists



Highlights

- Creates a bridge that connects the client to the full capabilities of IBM
- Delivers expertise that helps unlock the value of the IBM software investment
- Develops and grows the dedicated partnership between the client and IBM

Building a dedicated partnership

IBM Software Accelerated Value Program helps unlock the value of your IBM middleware software and strengthens your IT infrastructure throughout the life cycle. Our tiered offering levels provide flexibility in building a partnership with IBM. In turn, that partnership assists you with preventative actions, delivering smooth interoperability management, and overcoming implementation barriers for new technology. The key to building this partnership is through our Accelerated Value Leader and Accelerated Value Specialist.

Accelerated Value Leaders*

The Accelerated Value Leader (AVL) is responsible for ensuring clients receive a higher level of service and added value when using their licensing software from IBM. The AVL has a close working relationship with the client's team and plays an integral role in helping determine the overall life cycle of their IBM software implementation.

The primary goal of the AVL is to provide proactive assistance to help clients sustain and optimize their IBM Software infrastructure. The AVL is the primary point of contact to the client on behalf of IBM Support. The AVL coordinates delivery of proactive support, skill sharing activities and problem management.

Accelerated Value Specialists*

The Accelerated Value Specialist (AVS) provides clients with the highest level of remote and/or on-site technical direction for specific supported products, including initiatives such as diagnostic coaching and defect and nondefect problem resolution assistance.

The primary goal of the AVS is to provide the ongoing technical expertise that is required to avoid potential problems or mitigate the impact of reported issues.

The AVS is assigned for a specific area of technology and has direct interaction with subset of Named Callers, as designated by client. The AVS provides direct support or assistance with technical queries from clients and field personnel.

Accelerated Value Leader responsibilities	
Relationship	<ul style="list-style-type: none"> • Acts as a single point of contact as your bridge to IBM support • Virtual Extension of your IT management team • Might assist the client on site for periodic reviews
Problem Management Request (PMR)	<ul style="list-style-type: none"> • Provides regular reports detailing status of open issues • Investigates alternatives to help provide quicker solutions to your everyday support requirements
Escalation Management	<ul style="list-style-type: none"> • Connects the client to IBM Support management and Development to raise visibility of issues • Helps facilitate critical issues
Knowledge Sharing	<ul style="list-style-type: none"> • Coordinates workshops, conference calls exclusive to your needs • Provides opportunities for the client to gain expertise from the IBM development lab

Accelerated Value Specialist responsibilities	
Technical Advice and Skill Sharing	<ul style="list-style-type: none"> • Participates in project planning • Shares best practices for key tactical initiatives
Remote Technical Proactive Assistance	<ul style="list-style-type: none"> • Provides guidance in gathering diagnostics for problem resolution • Helps advise on documented fixes and workarounds for the client environment
Technical Briefings	<ul style="list-style-type: none"> • Delivers customized reports with technical advice and proactive maintenance information
Tactical Activities	<ul style="list-style-type: none"> • Assists with product deployment and configuration • Performs advanced troubleshooting • Additional proactive services

For more information

To learn more about IBM Software Accelerated Value Program, please contact your IBM Marketing Representative or IBM Business Partner.

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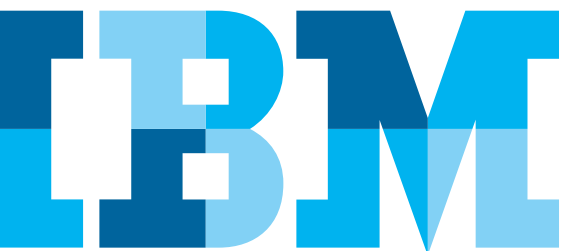
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* Client needs may require these two roles be combined.





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