



Services Description

iManage Sys™ - The Industry's First Fixed-Price System Programming Service

illustro has a long history of providing innovative [services](#) and [products](#) to the mainframe community. And now, in response to exceptional demand from customers to find ways to **save money and cut costs**, illustro is re-inventing the professional services model. Introducing **iManage Sys™** - the mainframe industry's first fixed-price IT systems programming service.



Budget dollars have never been more precious, but you still need to ensure your VM and VSE environments are up-to-date, problem-free and performing well. With the **iManage Sys** services program, your organization pays a **flat monthly rate** for 100% of your systems management needs for your VM and/or VSE operating systems.

Everything You Need—One Price, No Commitment, No Surprises

This unique, "all-you-can-eat" approach means you now have one, low-cost price to ensure your mainframe systems are up and running at their best. Whether its supporting your application or operations staff with daily problems, keeping your IBM and 3rd party software up to date, or conducting a disaster recovery test, it's all included. The best part? illustro's staff is on duty 24x7x365 --**no sick days, no holidays, no vacations--and no surprises.**



How can we provide this service? With a properly *managed* system, illustro engineers focus on proactive maintenance and planning, minimizing the number of problems and mitigating their effects. This means less time spent managing your system and more time using it to run your business. What's more, illustro's engineers have been providing top-quality professional

services to the VSE and VM communities for over 20 years, and we employ many of the recognized "go-to" resources in the industry. But don't take our word for it--ask for our client reference list to check out our 100% success rate with customer engagements.

iManage Sys is designed to help you **save money**. Whether you are "sunsetting" an existing mainframe system, need to replace retiring personnel, or provide existing staff with backup and another source for project help, **iManage Sys** provides expert assistance at a fraction of the cost. And since the cost is fixed, we share the risk of providing the service to ensure your costs are limited.

iManage Sys—We Manage. You Relax™

So get back to work. Let us worry about your system. Just log on to our Web site at <http://illustro.com/imanage> to request more information, or call +1.214.800.8900 to speak to a manager to take the first step towards lowering the costs of managing your systems.





iManage Sys—Features and Benefits

✓ **UNLIMITED Support Hours for your VSE and VM Systems Needs**

Customers on the iManage Sys support program have an unlimited number of professional services hours available for the support they need. This unique, “all-you-can-eat” approach can be used for anything you need, whether an urgent systems request, supporting an operations or applications programmer issue, or project based work. Everything is included.

✓ **Support is Available 24x7x365**

iManage Sys customers have the benefit of never having to worry about a vacation, sick day or even a scheduled holiday when they have systems support needs. illustro’s technicians are always on the job, around the clock, on every day. That’s because you are supported by a talented team of systems professionals to call on whenever something is needed. With several engineers on staff with a variety of special skills, we match the resource to the request, for the best possible solution.

✓ **Services are Remote On-Demand, with On-Site Services Provided at No Additional Charge**

When you sign up on the iManage Sys program, we will ship a PC to you configured with two important functions. The first is specialized monitoring software to help keep a proactive eye on your system and send us alerts if anything critical occurs. Secondly, the PC provides the remote access software we need to manage your system. If you have scheduled on-site services needs, such as a hardware upgrade, a disaster recovery test or other events, on-site services are included at no additional charge—only reasonable and customary expenses are reimbursed.

✓ **Management of All Issues through iAnswers™ Web-based Ticket System**

We will provide access to iAnswers, our Web-based issue tracking system for your staff to use to report issues. This system is an excellent way for you to keep abreast of any open tickets, to check status or even provide additional information. Our proven system provides for escalation throughout illustro should a severe problem occur. iAnswers simplifies our efforts and keeps you informed.

✓ **Web-Based Project Management System**

illustro uses innovative, Web-based [project management software from 5pm](#) to organize longer system tasks such as migrations or vendor product upgrades. This collaborative approach allows you to have input to the process and track the progress whenever you need an update.

✓ **Monthly Management Review**

Each month, an illustro Services Manager will meet with your team to review the previous month’s activities and to ensure that upcoming needs are projected and planned for. This meeting is a monthly “check-up” where the most important question is the last one—“Are You Satisfied with illustro’s Service?”

✓ **One Flat Price. Month-to-month Contract. Cancel Anytime.**

The days of long-term contract commitments are gone. In today’s economy, companies need the freedom to make changes and choices. That’s why with iManage Sys, we have to earn your business each and every month. And everything is included, for one monthly price.

Log on to <http://illustro.com/imanage> and take the first step to lower *your* costs.