

# Monitoring and Management services for IBM i

Keep your systems working at full efficiency 24x7x365

## Total Control of Your Systems

We provide IBM i Monitoring and Management Services that provide a single point of accountability for your systems. Our skilled technicians, combined with our monitoring tools and system management processes, will help reduce costs while improving management and systems availability.



An IT Service Specialist is here to assist you.  
Call today to learn more.

**1-800-783-3871**  
Ext 75535  
iSeriesales@pcm.com



*PCM will go above and beyond to service your systems. By monitoring 24/7, we can alert you to problems or effect resolutions before they impact your workflow.*

Systems Monitoring and Management is one of the most important IT services for any organization that needs to ensure that their systems are available and working properly. However, this often overlooked and forgotten aspect of IT operations falls to the bottom of the list in today's on-demand environments. There's rarely enough time to fix problems and help end-users while staying current with continually changing business needs.

Our IBM i Monitoring and Management Services keep an eye on your systems every hour of every day to proactively identify problems and respond before they become one of those "on-demand" situations. These services keep your systems up-to-date with the latest fixes, patches and PTFs to ensure the highest availability for your systems.

### Monitoring Services

- Server Monitoring—24/7 monitoring of IBM i servers and operating systems for errors and alerts
- Application Monitoring—24/7 monitoring of applications and processes
- Automated Alert Systems—Improve efficiencies with customized 'alert → response' processes
- Customer Portals—Client access to a secure Web portal that provides reporting and monitoring information for managed systems
- 24x7 NOC Operations Desk—trouble ticketing and problem resolution coordination through skilled engineers and custom escalation protocols

### Managed System Services for Hardware and Operating System

Proactive systems management keeps your applications and infrastructure up to date and helps circumvent problems before they happen.

#### System Administration

- Guidance for the configuration and management of OS/400 level security
- Management of remote server access
- Administration support as needed for software installations and upgrades

#### Hardware Maintenance

- 24/7 coordination of IBM hardware and operating system maintenance and repairs for critical events

#### Patch Management

- Apply patches and Program Temporary Fixes (PTFs) as necessary for the operating system
- Hardware and firmware upgrades as required

#### Operational Support

- Troubleshooting, escalation, and resolution of hardware and operating system problems 24/7
- Remote access of the trouble ticketing system

