



Services Description

Your Software Wants to Feel Safe Too

illustro's innovative iS.O.S. (Support Offering Subscription) delivers incredible value in a comprehensive services package. The iS.O.S. program is the first of its kind, delivering regular, pro-active system-health checks to ensure the software side of your system receives the same kind of assurance as your hardware.

The iS.O.S. program is an innovative subscription program, delivering a menu of expanding benefits that provide remote support, emergency help at no additional cost and regular, timely information.

iS.O.S. subscribers are positioned for immediate help. With each subscription, illustro conducts a thorough review and inventory of your existing system software, hardware, operations and 3rd party software. This information is then stored online for review and updates, and is available to illustro's professional services staff when working with your site.

Most importantly, the iS.O.S. program provides you with the support services you need. For one monthly fee, you have access to illustro's remote support and services to use in a variety of ways. This means your support costs are capped and you're covered when you need it most.

Just look at the details of the benefits you get:

- **UNLIMITED hours of support during Total System Outage**
- 5 hours of support per month
- Access to iAnswers™ online KnowledgeBase
- One-time performance analysis using illustro's iServer™ software
- Bi-monthly email with industry news affecting your organization
- 24 hour, 7 day access to support and assistance
- Exclusive Discounts

The iS.O.S. program ensures your organization gets the support it needs from the best technical services in the industry, without interruption. illustro's professional services team is never on vacation, never sick, and can always be available 24 hours per day.

While you pay thousands per month on hardware maintenance just in case your hardware breaks down—for a fraction of that cost you can ensure your operating system software and environment is covered too! One is just as vital as the other! What's more, the iS.O.S. program has no long-term commitment, so there's no obligation to continue should your plans change.

iS.O.S. can be the difference in ensuring your system stays available. For more information including all of the forms to activate your subscription, visit us at illustro.com/isos Finally---a services program that will keep your software safe and protected. Now you can rest Easy.





Services Description



Program Features and Benefits

✓ Unlimited Service Hours for a Total System Outage

If your system suffers a complete outage, illustro will provide unlimited remote service hours to provide the help you need to get your system back up and running. This caps your expense and ensures you are covered when you need the help the most.

✓ 5 Hours of Fixed Service per Month

Subscribers have use of illustro's support team for 5 hours a month. This can be used for any tasks including upgrading, troubleshooting and much more.

✓ Remote Support Services

Remote services means you can get the kind of hands-on, how-to or problem resolution support you need, when you need it. This can be used for any kind of assistance required, including z/VSE-VSE/ESA, z/VM, CICS, TCP/IP, VSAM, and other IBM products. Help is also available for most 3rd party products including CA, CSI, BSI, BIM and others. Our expert level knowledge, "Always Available" staff and our relationships and connections established over many years by our technical team means we get more accomplished in less time. Let our seasoned staff interface with IBM and other vendors on critical problems.

✓ Available 24 hours per day, 7 days per week, 365 days per year

Coverage is provided under full 24x7 support to ensure you have priority support at any hour, on any day. Our staff is always available— because you just don't know when you'll need a helping hand.

✓ One-time Capacity and Performance Evaluation

All **iS.O.S.** customers receive complimentary usage of our iServer™ software that runs on your VSE/ESA system and gathers important performance information. When installed on your system, iServer will provide both of us with a good glimpse of your overall CPU, I/O and systems resource usage. illustro will analyze the information and return a graphical analysis of the information for review and planning.

✓ Monthly Email Updates with Important Information

Each of our **iS.O.S.** customers receive important monthly updates that will provide information about software service levels, including VSE/ESA and subsystems, z/VM, TCP/IP and many third party products. The monthly updates also include tips and techniques as well as any News that may affect your installation, including announcements and support offerings.

✓ Access to our Web-based KnowledgeBase and Help Desk—iAnswers™

Members of illustro's technical team have been providing services and education to the zSeries-S/390 community for decades. With such a long history of working in a variety of complex customer situations, we have acquired an abundance of information and knowledge to share. That's why all **iS.O.S.** customers have 24 hour access to iAnswers, our web-based KnowledgeBase with many articles and FAQs to search for a solution to your issue or question.

✓ Exclusive Discounts Available Only to iS.O.S. Customers

Customers on the **iS.O.S.** service are offered discounts not made available to any other customer.

- 15% discount on all illustro software products
- 15% discount on all illustro education courses
- 10% discount on on-site professional services rates

For more information or to sign up today go to illustro.com/isos.