



# Services Description



## The Best VSE and VM Services In the Industry -- The Way You Need Them

illustro's seasoned veterans have spent literally thousands of hours at installations helping customers on a wide variety of technical projects. Customers find that our unique experience and background means we can accomplish important technical projects in a shorter timeframe and with a higher degree of quality. This makes your life **Easy**.

Our services offerings adapt to what you need. From our innovative iS.O.S. subscription service which offers a package of support and systems assurance options; to full system migrations, performance tuning or disaster recovery, we have services customized for your needs. And since our staff have decades of experience focused on nothing but top quality services work for customers, illustro succeeds where others fail.

Our customers say it best:

*"Utilizing illustro affords us the ability to ramp up very quickly as major projects come up, such as operating system upgrades, CICS upgrades, etc. Their expertise is invaluable as they have been through the process many times and know what to expect, so there are no surprises."*

- John Perfetto, Vice President, Davis Vision, Inc., Latham, New York

*"When it came time for a migration, I felt illustro had the knowledge about the nuances of our system to safely handle the upgrade. I was also impressed with their ability to install my system on a test machine, perform the migration, allow me to verify key parts, then provide the disk images back to my system. The migration was completed much quicker than if we had done it ourselves. Our staff was able to concentrate on the current jobs at hand rather than spend weeks setting up for the migration."*

- Mike Freeman, IT Director, City of Edmond, Edmond Oklahoma

### illustro's VSE Services Offerings

**iMOVE™** - Whether it's a migration from an older release of VM or VSE, or the latest release of z/VM or z/VSE, iMOVE makes sure you arrive on time, in working order. iMOVE is a customized migration project, managed by our staff, drawing upon decades of VSE experience.

**iBUILD™** - iBUILD is often packaged with iMOVE, to offer the lowest-cost option for a successful system migration. With iBUILD, we perform as much of your system upgrade as we can at our multi-CPU data center, to make the entire process as non-invasive as possible. This reduces travel costs, minimizes the impact of the project on your production work and improves overall project quality.

**iTUNE™** - In IT, performance is everything. When your system isn't performing up to your expectations, iTUNE can help you pinpoint the problems and plan a course of action. iTUNE can either be done remotely through software data gathering, or through on-site personnel. illustro will even use our iServer™ performance software to provide concrete analysis of your existing system and to provide benchmarks for improving performance.

(over for more illustro services)



See The Light.™

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## illustro's VSE Services Offerings

**iPLAN™** - The iPLAN services offering enables illustro personnel to work with your staff to gauge where you're at, and where you're going. iPLAN can include systems analysis as well as industry product briefings to help chart a course for future system requirements, capacity planning and new product implementation. This often results in a consultant report that delivers recommendations and forecasts for you to use for your continued planning. An ounce of planning is worth a pound of doing it over again.

**iCONNECT™** - Our staff have tremendous knowledge and background working with complex TCP/IP and SNA implementations. For z/VSE and VSE/ESA customers, we have experience with both the Connectivity Systems and Barnard Systems TCP/IP stacks, and can recommend which is appropriate for your needs. iCONNECT gets your system components talking.

**iASSIST™** - With iASSIST, leave the 3rd party products to us. The iASSIST offering allows us to augment your system migration project, essentially outsourcing the 3rd party product installation part of your project, including Computer Associates, CSI, BIM and others, allowing your staff to focus on the operating system migration. Our in-depth experience in multiple customer environments as well as our staff's relationship with vendor support teams often mean we can relieve a major source of frustration and get your project in on time.

**iRECOVER™** - Most organizations today are focused on disaster recovery planning to ensure their critical IT systems are available to their operations. Proper planning can ensure you stay in business, and don't lose valuable time that could be directed to better uses. With iRECOVER, you work with our staff who systematically plan for a variety of scenarios and document and test your plan, and then update it on a timetable you designate. iRECOVER gives you access to our technical staff who have been directly engaged in actual disaster recovery events. iRECOVER means you have the peace of mind that your mainframe system is up to the challenge. For iRECOVER subscribers, illustro can even offer off-site Application System Provider (ASP) functions as an additional hot-site option in some cases.

**iSOS™** - The iS.O.S. Subscription Service is an innovative package of monthly services that deliver the same level of systems assurance for your software environment as you have for your hardware. For more information on this comprehensive program go to [illustro.com/isos](http://illustro.com/isos).

illustro's dedication to providing the best professional services is unequalled in the industry. Our staff will build a custom program to help you achieve your goals. Members of our technical team are renowned throughout the industry for our unique expertise and record of success.

So sit back and let us do the work for you. It's Easy.

To sign up today or for more information on illustro's services, visit [illustro.com/services\\_vse](http://illustro.com/services_vse) today.

