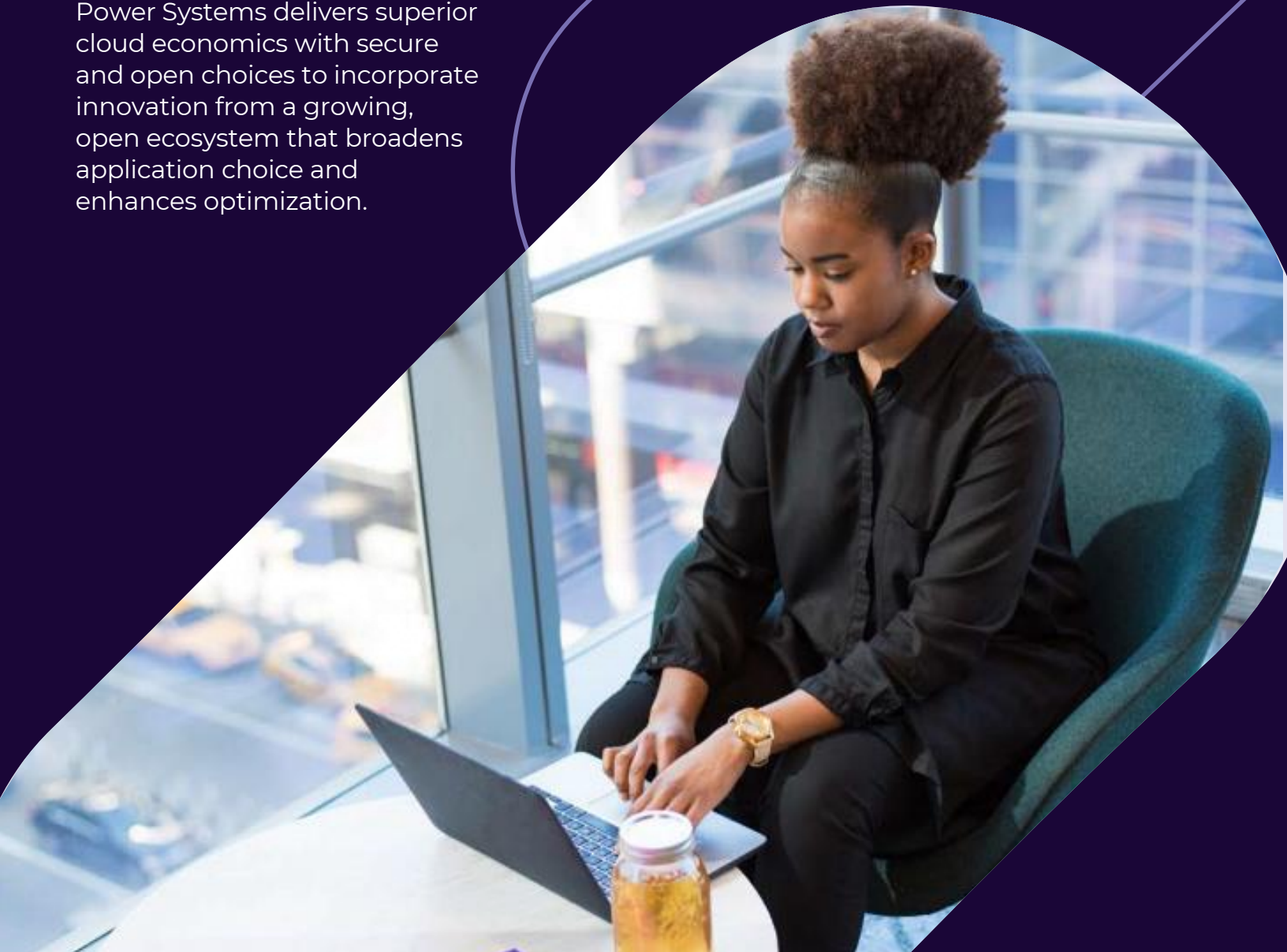




# IBM® Power Systems™

## IBM Power Systems Cloud, Hosting and Managed Services

IBM Power Systems enterprise servers are built with open technologies that are optimized, secured, and adaptable to changing business demands. Designed for mission-critical applications and big data, IBM Power Systems delivers superior cloud economics with secure and open choices to incorporate innovation from a growing, open ecosystem that broadens application choice and enhances optimization.





### IBM Power Systems Hosting and Colocation

If you are looking to improve your IBM Power Systems operations or facing challenges with your data center facilities or environment, consider cloud, hosting or collocating your IBM Power Systems platform.

Netrix Global's data center and facilities combine:

Industry-leading levels of security and redundant network access

- › 24/7/365 coverage by our team of US-based IBM experts
- › Automated admin tools for complete management of the business-critical IBM Power System and environment

### IBM Power Systems Cloud Solutions: Hosted Logical Partition (LPAR)

On-site hardware and maintenance costs can be challenging, Netrix Global can host IBM Power Systems on an LPAR. Using the latest IBM technology and virtualization software, Netrix Global IBM Power Systems Cloud solutions deliver flexibility, scalability and an effective alternative to traditional hosting or in-house operations.

### Remote Management

If you don't have internal resources for around-the-clock support of your IBM Power Systems infrastructure, Netrix Global can help. We offer remote management services for your equipment, whether it's housed at your facilities or at another location. Our IBM experts can remotely monitor your system, respond to operations-level events, and log and escalate actions based on defined protocols. This is a quick activation service that delivers high value, especially if you need 24/7 support or 2nd and 3rd shift coverage.

### High Availability & Disaster Recovery Solutions

Businesses are amassing a wealth of data and Power Systems can store it, secure it and most importantly, extract actionable insights in a timeframe that matters. Netrix Global offers a number of high availability (HA) and disaster recovery (DR) options to minimize risk from a failure on primary production systems. We support leading high availability replication software such as IBM Power HA® and the Precisely suite of products: Mimix, iTera, and QEDD.

### A certified IBM delivery partner

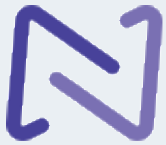
As an IBM Delivery Partner with over 20 years' experience, Netrix Global provides high levels of security, redundancy and expertise for IBM Power Systems. The Netrix Global SOC compliant data centers and Network Operations Center (NOC) are staffed 24/7/365 with trained technicians to provide around-the-clock expert support.



### IBM Business Partner

Netrix Global is an IBM Delivery Partner for IBM Power Systems (including AS/400, iSeries and System i). The rigorous selection process included:

- › A thorough evaluation of Netrix Global facilities and data center capabilities
- › A review of Netrix Global support procedures and processes
- › An assessment of Netrix Global IBM-focused technical and engineering personnel



## Why choose Netrix?

Netrix Global provides specialized implementation, cloud, colocation, hosting and managed services for IBM Power Systems (including AS/400®m iSeries® system i®, pSeries® and AIX). These services increase efficiency and reduce costs associated with operating IBM systems. Additionally, Netrix Global's IBM Power Systems services offer a unique and cost-effective approach to enhance operations, security and business continuity requirements.

## Netrix Global, A Trusted Partner

At Netrix Global, we're empowering our customers to respond to our changing world with actionable insights. We believe having access to the right information translates to better agility, more human experiences, and the ability to thrive in today's age of hybrid and borderless work. Through our people, experience, and solutions, we create competitive advantage every day for over 1.4 million customers around the globe. To us, there's no such thing as too much information.

### The benefits of our flexible HA and DR options include:

- › Greater survivability due to geographically separate equipment and network servers
- › Reduced load on production equipment using real-time data on the shadow/target system for reporting, tape backup web serving and other ancillary processing
- › Improved burstable bandwidth and security in one of Netrix Global's data centers, delivering faster and more secure access to the primary environment for remote users, with improved redundancy of network and power systems
- › Netrix Global's IBM Power Systems experts augment your existing staff in case of disaster
- › Design, implement, manage and support an HA solution from concept through implementation including annual testing

### Backup Data Protection Services

Netrix Global provides IBM i customers with an IBM tape library or IBM virtual tape library to protect their data. A VTL solution emulates the IBM tape library and tape drives that IBM i systems need to protect their data.

By leveraging virtual tape and deduplication, customers can:

- › Improve both backup and restore operations
- › Enhance RTO and RPOs
- › Reduce backup infrastructure costs

Our solution supports the leading IBM i backup applications (BRMS, Robot/SAVE, LXI/MMX) and native CL commands and also allows for offsite retention capabilities by replicating the data to a secondary data center location and a customizable schedule to meet your business needs.

### Managed Services to fit your needs

Netrix Global offers flexible levels of support and multiple service operations. Services can include monitoring, performance of operational tasks, batch jobs management, backup management, data encryption, disaster recovery and 24/7/365 support.

We also offer a comprehensive suite of managed services for IBM i Power Systems servers.

## Managed Services are available in three tiers:

● Standard    
 ● Gold    
 ● Platinum

Task	Description	S	G	P
Monitoring of QSYSOPR message queue	<ul style="list-style-type: none"> <li>Regular monitoring of message queue to discover and escalate errors</li> <li>Purchase of monitoring application or availability of customer-provided application required</li> </ul>	✓	✓	✓
Monitoring status of line/controller/device	<ul style="list-style-type: none"> <li>Monitoring and restart/retry of remote configuration devices</li> <li>Purchase of monitoring application or availability of customer-provided application</li> </ul>	✓	✓	✓
Monitoring of CPU and DASD usage	<ul style="list-style-type: none"> <li>Regular monitoring of prescribed usage levels to avoid excess usage</li> <li>Purchase of monitoring application or availability of customer-provided application</li> </ul>	✓	✓	✓
Monitoring of job queues	<ul style="list-style-type: none"> <li>Regular monitoring of job queues to avoid queued job totals that exceed prescribed levels</li> </ul>	✓	✓	✓
Monitor/restart writers	<ul style="list-style-type: none"> <li>Print queues and white jobs monitored, and error messages addressed</li> </ul>	✓	✓	✓
Resent profiles/passwords	<ul style="list-style-type: none"> <li>Locked profiles reset by Netrix Global NOC</li> </ul>	✓	•	•
Call escalation (customer defined)	<ul style="list-style-type: none"> <li>Escalation procedures jointly created by Netrix Global and the customer</li> <li>Procedures are followed by the Netrix Global NOC 24/7/365</li> </ul>	✓	✓	✓
Creation of profiles (systems application)	<ul style="list-style-type: none"> <li>Create user profiles based upon existing templates and communicate profiles to new users based on authorization lists provided by the customer</li> </ul>	-	•	•
Creation of line/controller/device	<ul style="list-style-type: none"> <li>Create new iSeries communication object configurations</li> </ul>	-	•	•
OUTQ creation and maintenance	<ul style="list-style-type: none"> <li>Create new print queues as required</li> </ul>	-	•	•
TCPIP monitoring and maintenance	<ul style="list-style-type: none"> <li>TCP/IP status of communication devices and configurations monitored and appropriate action taken</li> <li>Purchase of monitoring application or availability of customer-provided application</li> </ul>	-	•	•
Monitor WRKSYSACT screen and terminate runaway jobs	<ul style="list-style-type: none"> <li>Monitor the WRKSYSACT screen for customers who have this utility which is part of the IBM Performance Tools licensed program</li> <li>Terminate 'runaway' jobs that are using excessive CPU or DASD to promote system integrity</li> </ul>	-	•	•
Monitor system service tools	<ul style="list-style-type: none"> <li>Pre-shift check of system service tools to check for hardware licensed code errors</li> <li>Hardware errors escalated to IBM or other designated service provider</li> </ul>	-	•	•
Maintain basic and core system security	<ul style="list-style-type: none"> <li>Logs checked to promote system security</li> <li>Advise of changes in system values that can help maintain system security</li> </ul>	-	•	•
Month-end scheduling and performance	<ul style="list-style-type: none"> <li>Monitor scheduled month-end processing to promote system integrity and performance. Issues communicated per escalation procedures</li> </ul>	-	•	•
Ad-hoc requests for batch SAV/RST or other jobs	<ul style="list-style-type: none"> <li>Process batch jobs, save requests, and restore requests submitted by authorized customer personnel through the Netrix Global NOC</li> </ul>	-	4/ month	8/ month
Backup Services	<ul style="list-style-type: none"> <li>Management of tape library or VTL system, whether external (i.e., Recall of Iron Mountain), or online (i.e. BRMS, Robot/SAVE)</li> </ul>	-	•	•
System tuning based on performance	<ul style="list-style-type: none"> <li>Manage storage pools and job priorities to aid system performance</li> </ul>	-	-	•
System configuration and recommendation based on customer growth	<ul style="list-style-type: none"> <li>Recommend system upgrades where necessary if system capacity is insufficient for established workload</li> </ul>	-	-	•
PTF analysis, ordering and installation	<ul style="list-style-type: none"> <li>Advise if new cumulative PTF package should be installed</li> <li>Recommend single PTFs based on IBM advice to correct specific issues</li> </ul>	-	-	•
Creation of CL programs	<ul style="list-style-type: none"> <li>Write CL programs to assist the customer with operational issues and efficiencies</li> </ul>	-	-	4/ month
Customer application maintenance	<ul style="list-style-type: none"> <li>SAV/RST, stop/start, error repair, adds/deletes</li> <li>Troubleshoot errors and recommended fixes for CL- and RPG-based applications</li> <li>Assist with basic maintenance of customer applications</li> </ul>	-	-	•