



GEMKO Information Group

iCare Managed Services



GEMKO's iCare Managed Services is a one of a kind encompassing support plan that provides a comprehensive bundle of services to protect your IBM System i (AS/400) investments.

iCare is a proactive approach to managing and supporting your System i infrastructure using GEMKO's Subject Matter Experts (SME's).

The iCare support plan transfers System i management burdens and responsibilities to experienced GEMKO resources, freeing up your I.T. staff from having to complete tasks they are less familiar with and up-to-date on.

iCare is the ideal solution for businesses that do not have an I.T. staff because it provides the skilled resources required to manage your System i infrastructure / environment.

The iCare bundle of services are focused on and dedicated to minimizing System i environment disruptions and limitations by:

- *Extending your support resources*
- *Building depth with outside resources in case of emergency*
- *Ensuring the completion of important tasks that are consistently delayed or never completed*
- *Managing workload impact to the System i*
- *Fostering collaboration / planning between I.T. and Management*
- *Disciplining the review of critical / important System i metrics and events*

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iCare base services include:

- >> Help Desk Support
- >> IBM i/OS Release Upgrade
- >> Wellness Visits
- >> System i Housekeeping
- >> New Power Server Migration
- >> System i Performance Management
- >> Strategic I.T. Planning
- >> IBM Contract / Subscription Management
- >> Preferred GEMKO Service Rates
- >> Database Performance (index) Advisory
- >> Disaster Recovery Planning
- >> System i Security Advisory
- >> I.T. Staff Planning



Optional iCare add-on service bundles are available.

iCare assists with:

- >> Day-to-day issues
- >> Periodic activities
- >> Education / Skill building
- >> Business Continuity protection
- >> Short / Long-term I.T. strategic planning
- >> Better utilization of your I.T. investments

On request, the base iCare Managed Services plan can be modified (tailored) to best fit your unique business needs.

iCare benefits are:

Feeling confident that your System i assets / investments are being looked after and maintained through a series of planned visits, planned upgrades and performance management.

Ability to leverage consultants and subject matter experts (SME's) to help you discuss and plan your I.T. strategies without worrying about incurring consulting fees.

Increasing your business continuity and strengthening your support resources through help desk and I.T. staff planning.

