



GEMKO Information Group System i Customer Care Plan (CCP)

The GEMKO System i CCP is a one of a kind encompassing plan that offers value to System i environments by better positioning your company to leverage the System i infrastructure and maximize your IT investment.

This plan is a proactive approach to using IT to enable your business processes by:

- Fostering collaboration/planning
- Providing expert advice/resources

A primary goal of the plan is to minimize IT related disruption to your business by:

- Ensuring the completion of tasks that are not normally or regularly being completed
- Managing workload impact

This plan is ideal for System i environments that do not have IT staff because it provides dedicated personnel that are highly skilled and experienced.

This plan also caters to System i environments that do have an IT staff by allowing their limited resources (staff) to be focused on the business and by providing resource depth.



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CCP includes:

- >> Wellness Visits
- >> Help Desk Support
- >> System i Housekeeping (PTFs)
- >> i5/OS Release Maintenance
- >> System i Performance Management
- >> IBM Contract Management
- >> Account Management
- >> Optional Offerings with Special Pricing

CCP assists with:

- >> Day-to-day issues
- >> Periodic activities
- >> Education / Skill building
- >> IT investment protection
- >> Business continuity protection
- >> Long-term strategic planning
- >> Better utilization of your IT investment

CCP Benefits are:

Your ability to leverage GEMKO account managers and consultants to help you discuss, plan, and organize your IT strategies **without the billable meter running.**

Feeling confident that your IT infrastructure is being looked after and maintained through scheduled wellness visits, planned upgrades, and performance forecasting.

Increasing your knowledge and strengthening your resources through help desk support with guaranteed response times, employee transition assistance, and the building of your resource depth to ensure business continuity.

Your ability to more cost effectively operate IT by leveraging GEMKO's preferred service rates and value priced service bundles.

