



AS/400 iSeries/Midrange Services

iSeries Managed Services

- **Hosting & Support Center**
- **Data Center Managed Services**
- **Remote Server Management**
- **24/7/365 Operational Services**
- **System Monitoring & Troubleshooting**
- **Problem Management**
- **Configuration Management**
- **Backup & Restore**
- **User Administration**
- **Job Scheduling**
- **OS Administration**
- **Printer Management**
- **Communications Monitoring**
- **Technical Support Services**
- **System Tuning**
- **Performance Monitoring**
- **Security Management**
- **Upgrades & Capacity Planning**
- **Disaster Recovery Testing**

At Blue Hill we understand the importance that your iSeries (AS/400) server availability has on your business. We have a series of Managed Services that guarantee your iSeries server is pro-actively managed to ensure any issues are addressed immediately and where possible eliminated altogether. Blue Hill provides this service 24/7/365, leaving you free to manage your core business.

In order for you to keep ahead of your competition, you need IT services that run your business at maximum efficiency. Your time should be spent on the development of IT as a business strategy and less time on the day-to-day issues you are forced to commit to. Blue Hill's Mid-range Server Management Services are designed to relieve you of the everyday pressures of keeping your systems up and running. They also allow you to improve the service to your end-users while keeping control of costs.

Blue Hill can offer you a solution which:

- Eliminates the risk of outside factors impacting your iSeries
- Gives you access to iSeries specialists when you need them
- Flattens the cost of iSeries support
- Relinquishes your IT staff from iSeries support tasks.



Blue Hill will house your iSeries server(s) in our state-of-the-art data center with 24/7/365 security monitoring, redundant power, communications and environmental controls. In addition to any regular system tasks, which can be covered within a service level agreement, continuous server monitoring with alerts and an expert support team ensures the prevention of problems before they impact your systems and more importantly your user community.



For those customers who do not wish to move their servers but want to take advantage of Blue Hill's resources and expertise, we provide a Remote Server Management option. Your iSeries server remains on your own site but is managed by Blue Hill's staff from our central operations center.

Blue Hill's iSeries Managed Service provides the optimum level of support for your business and will relinquish your staff from any day-to-day support issues. Our services can be customized and tailored to a Service Level Agreement (SLA) specific to each customer's requirements.