

## Mainframe Outsourcing FAQs

### 1. How much should I expect to reduce my mainframe operating budget?

Blue Hill typically saves clients more than 20%, and has achieved as much as 40% savings. The major factors that influence the amount of savings include the types of IBM products being used, staffing, third party software products, and real estate and energy costs.

### 2. Can I only outsource a certain part of my data center operation, or does it have to be the whole environment?

Blue Hill provides selective outsourcing that enables clients of all sizes to only outsource the systems and functions that meet their overall requirements. Clients may choose to outsource a small mainframe environment that is too costly to maintain or can no longer be supported in-house, or may choose to keep certain functions in-house for continuity purposes. Blue Hill has flexible arrangements to allow the client to reap the greatest benefit from the engagement.

### 3. What are the most important factors in selecting an outsourcing vendor?

You want to be working with people who have the knowledge and experience to migrate your current operation with minimal risk, and then have capable staff in place who will deliver or exceed your desired service levels. The data center must be secure and have the controls in place to ensure your needs will be met, including the appropriate examinations are in place SOC 1 Type 2 (SSAE18), SOC 2 (AT 101) compliance; PCI compliance, etc.). There should also be a high level of client satisfaction, and there is flexibility with the services being offered and the terms of the contract. Most importantly, communications must be open and honest from all levels of the organization since your vendor should act as an extension of your IT department.

### 4. Do I have to migrate to Blue Hill's release of the operating system (OS) if I am currently on a back release?

Unlike other outsourcers, Blue Hill does not force clients to upgrade to the latest release levels. Upgrades, if desired, are completed on your schedule, not ours. Many of our clients do not want to increase their costs, especially if they are either moving away from the mainframe or have applications that will not work with newer releases of the OS.

### 5. Will I run on a dedicated mainframe at your data center?

Some clients may decide to run on a dedicated mainframe; however, most clients are placed in a dedicated LPAR (logical partition) on the mainframe and given all the MIPS, DASD, and tape resources necessary to run their applications. This gives each client the best pricing available.

6. How are software licenses handled?

We will provide the IBM software licenses and certain other licensing from software vendors we have enterprise agreements with, which is a cost savings for the client. The client will retain their 3rd party software licenses since in most cases the client has already paid for these licenses; the client will then continue to pay the associated maintenance fees for these licenses. Also, we may offer replacement products to our clients to provide further cost savings, and implement those products if this is agreeable with our client.

7. Who handles systems programming and operations?

We work with each client to understand how their unique environment is currently being run, what work is being accomplished, and offer the best approach for staffing. Our offering may include systems programming and operations support, and this end-to-end offering typically yields the greatest cost savings. We can also provide limited and specific functions as required; often the client decides to retain the production control responsibilities.

8. Do you also offer disaster recovery?

Blue Hill offers dedicated disaster recovery services: both traditional tape backup and restore, and high availability disaster recovery. Many of our mainframe clients may already have a subscription-based disaster recovery service prior to migrating to Blue Hill; we can replace that service as part of the overall solution. We provide dedicated resources (MIPS, DASD, TAPE, etc.) in one of our backup and recovery facilities. Blue Hill will work with each client to support a customized plan that provides the RPO (Recovery Point Objective) and RTO (Recovery Time Objective) that meets the clients' business needs. The disaster recovery plan is then tested on an annual or semi-annual basis, as the clients' business needs dictate.

9. How long will it take to migrate to your data center?

A typical mainframe migration takes 45-90 days, although we have completed migrations in as little as 30 days when required. We recommend an average of 45-90 days utilizing our proven methodology to build and test the new environment, and work with our client to conduct the necessary amount of system and end-user testing.

10. What are your contract terms?

Blue Hill offers flexible contract terms to meet the specific and individual needs of each client. The majority of our contracts range from 3-5 years, with options to renew; shorter terms are also available.

Blue Hill Data Services: Cost-Effective, Secure, On-Shore Data Center Hosting Solutions

Blue Hill Data Services consistently achieves 100% client satisfaction by providing Private Cloud and fully managed 24/7 data center hosting solutions, and a full array of complementary IT support services.



We deliver all services from On-Shore, USA, and since 1994 we have supported government and commercial clients, helping them reduce their operating expense, eliminate capital expense, mitigate the risk of a retiring workforce, meet all regulatory compliance, and audit requirements, and achieve 100% client success.

Blue Hill specializes in all thing's mainframe, and also provides multi-platform services and infrastructure solutions. We have successfully carved out a niche in supporting Mainframe mission-critical applications Acting as our Clients' partner, we can support their environments either indefinitely or until they choose to get off the Mainframe, providing flexibility in reducing costs as utilization decreases.

Our differentiation is providing customized solutions, flexibility both in contract and solutions, cost effectiveness, and personalized attention. Our client's data center environment can be hosted within Blue Hills' private cloud facilities, or Blue Hill support services can be provided remotely to the client's site.

#### IT Managed Delivery Services and Solutions:

- Mainframe-as-a-Service (MFaaS)
- AS/400 - iSeries-as-a-Service
- Server/Cloud Infrastructure Systems Support
- Applications Development and Maintenance Support Services
- Disaster Recovery and Business Continuity
- Colocation Services
- Remote Support Services
- SaaS - XyberNET

Our deep technical skills and longstanding experience enable us to support our customers' legacy environments as well as implement new technology solutions.

We do not force clients to upgrade or change the way they are used to doing business, which makes the transitions seamless, minimizing risk and completing migrations in shorter timeframes. We are proud our client satisfaction is 100%.

We are proud of our client satisfaction 100%