

# Metastorm Integration Manager Remote Access Services



## Extend Your IT Operations

Metastorm's Remote-Access program offering delivers consulting support services to help you implement and/or run Metastorm Integration Manager (MIM) in your production and test environments. This popular offering allows you to extend your IT operations and reach out to Metastorm experts in a timely and consistent manner. Our support is provided by certified professionals with real-world, practical experience.

This support offering consists of fielding various product and implementation type questions, remote production support, troubleshooting, hands-on consulting, and proactive system reviews. It focuses on MIM and WebSphere MQ implementation consulting and does not overlap with support generally provided by Metastorm's product Helpdesk. Support may also include regular scheduling of and attendance at weekly project status meetings— as requested by you.

Support scope includes but is not limited to:

- Providing remote assistance for questions that occur that cannot be handled by your technical staff
- Assisting with general product support implementation questions and clarifications
- Providing implementation best-practices and mentoring
- Assisting with custom development and scripting (if required)
- Providing proactive system reviews at regularly scheduled intervals to help insure system stability

Metastorm support is provided between 8:30 a.m. EST and 5:30 p.m. EST, Monday through Friday, excluding holidays. This does not include 24/7 production support, including nights and weekends.

## Highlights

### Benefits

- Receive ongoing, technical Metastorm support from a qualified and trained consultant
- Get help when you need it, without hassle
- Reduce costs—no travel required with remote support
- Ensure speedy and efficient assistance with a direct connection to your Metastorm consultant
- Benefit from a dedicated consultant maintaining knowledge specific to your architecture
- Extend your IT department
- Get advice before making process design decisions
- Focus on strategic initiatives for your business
- Discover potential issues early with periodic checkups
- Receive expert, focused advice from a consultant that understands how to maximize Metastorm Integration Manager

Calls can be placed directly to the Metastorm primary support engineer, by one centralized contact at your organization who is designated as the conduit for questions into the Metastorm support resource. This helps avoid unapproved support calls which could cause the support hours to be consumed without approval, as well as provides a structured process for efficient support organization.

A stable, remote connectivity to your support computing environment(s) must be kept available.

## Proven Implementation Methodology

The Metastorm Rapid Delivery Framework (RDF) is a robust and adaptable approach to rapidly deploying your BPM and Integration initiatives. Developed and continuously enhanced by the industry experts of the Metastorm Professional Services team, the best practice delivery methodologies of the Metastorm RDF help you increase speed to value and establish a solid foundation for on-going process and system improvements by fully leveraging the depth of capabilities and flexibility offered in the Metastorm BPM® and Metastorm Integration Manager software solutions.

With a strong customer focus and emphasis on collaboration, the Metastorm RDF helps ensure your implementation is easily understood and embraced. The five phases of the Metastorm RDF include:

- **Engagement** – project discovery and initiation
- **Collaboration** – communication of requirements, initial prototyping
- **Definition** – detailed solution and architecture design, enhancement of prototype to convert to development model
- **Construction** – enhancement of development model to convert to complete application, project team testing
- **Transition** – customer QA and user acceptance testing, deployment activities

Throughout the entire engagement, you maintain full project visibility and participation, allowing checkpoints and milestones to be easily tracked and measured by everyone involved. The Metastorm RDF approach to implementation perfectly complements the Metastorm Enterprise™ portfolio of solutions, enables the transfer of knowledge and skills to your team, and helps you achieve a rapid and successful solution roll-out that delivers immediate results.



## Why Metastorm?

Metastorm and our integrated support network have the experience and resources necessary for successful planning, enterprise integration, customization, project management, technical support and education to help you get the most out of your Metastorm investment. We offer the right combination of the industry's top people and solutions to help you meet your business objectives. Metastorm Professional Services deliver:

- Expert consultants who understand BPM and integration strategy, technology and business process challenges in your industry
- Proficient trainers experienced in knowledge transfer
- Superior customer support for immediate response and results
- Diverse partner access to complement the Metastorm team

Metastorm is committed to your success and to building a long-lasting relationship that helps you realize a strong return from your investment – both now and into the future. Let our Professional Services team help you take full advantage of Metastorm technology by analyzing your business and system processes, identifying issues, and transforming them into efficient Metastorm processes.

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