



IMAGINE. TRANSFORM. ENGAGE.

## Middleware Managed Services: Friend or Foe?

Are these people trying to take my livelihood,  
or give me my life back?



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# Who are we, what do we do?

## Middleware Analyst

**Middleware analysts** are computer software engineers with a specialization in products that connect two different computer systems together.

## Roles and Responsibilities

**Middleware analysts** look at the system of systems. They solve technical problems which involve large scale inter-disciplinary objectives with multiple, heterogeneous, distributed systems that are embedded in networks at multiple levels.



**WIKIPEDIA**  
*The Free Encyclopedia*

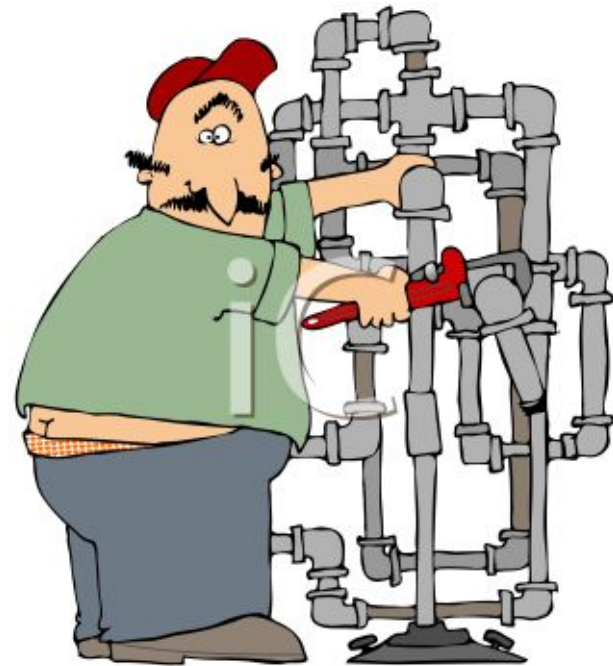
## Where do we come from?

- Systems Programming
- Database Administration
- Application Development
- Network Infrastructure
- Application Infrastructure
- Computer Engineering
- Others...?



# We connect it all, we support it all...

- All Critical Systems
  - Safety-Critical
  - Mission-Critical
  - Business-Critical
- All Platforms
  - Mainframe/Midrange
  - Distributed
  - Cloud (Public and Private)



## But...who supports us?

- Multiple shifts
- Unique skills
- Broad responsibilities
- Production Support
- Project work
- Evolving technology
- Staff turnover





# Enter: Managed Services

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## Highly Skilled SME's

- **IBM Middleware:**
  - MQ (incl. MFT, AMS, Telemetry – and QPacity)
  - IIB
  - WebSphere (incl. Commerce, Portal, BPM/ODM)
  - Datapower
- **Other Middleware:**
  - MQ (Rabbit, Sonic, JMS-based etc.)
  - JBOSS
  - WebLogic
  - Apache
- **Database Administration**
  - Oracle
  - DB2

## Customizable: Right-sized to fit your needs

- Fully outsourced environments to lightweight, targeted support packages
- SLA: 1 hr, to next day, to “upon consultant availability”
- 24x7 “follow the sun” down through 8x5 options
- Products: Cross-vendor for Middleware and Databases
- Onshore, Offshore, Hybrid Models
- Back-level & version-current software
- Discounts IBM and TxMQ Software - Qcapacity!
- Special rates for TxMQ project-based services

# Customizable: Right-sized to fit your needs

## Customer “A”: Regional HealthCare Payor

- Fully outsourced support for ESB
- Multi-product ESB environment (in transition)
- Back-level & version-current software
- On/Offshore Hybrid Model
- 24x7 support, 1 hour SLA
- Special rates for TxMQ Database migration project



# Customizable: Right-sized to fit your needs

## Customer “B”: Global Services Provider

- Supplemental support for Portal & Web Content Management instances
- Key employee departure
- Multi-product environment (in transition)
- 8x5 support, 1 hour SLA
- Special rates for additional TxMQ remediation and migration projects

# Customizable: Right-sized to fit your needs

## Customer “C”: Raw Materials & Manufacturing Multinational

- Supplemental support – “safety-net” for MF Messaging
- Lean staff, still developing skills
- 8x5 support, 1 hour SLA
- Special rates for TxMQ training (MQ security workshop)



# “My **TxMQ**” - Personal Support Hotline

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- Your personal Middleware and/or Database SME
- Tenured, North American based support
- Individual Attention – Direct Communication
- Knowledge Transfer and Mentorship
- Annual Membership, Monthly Service



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