



# *Managed Services & Fractional Support*

**Middleware, OS & DB**

# 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...?



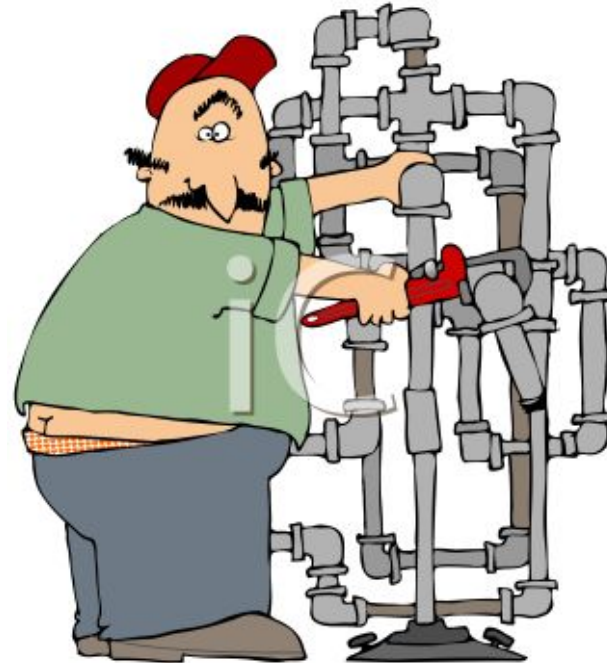
# WE CONNECT IT ALL, WE SUPPORT IT ALL...

## ■ 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: SUPPORT

## 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 & OS Administration**
  - ▶ Oracle, DB2, MS SQL
  - ▶ Unix – AIX, Linux (RedHat, SUSE, etc.)

# CUSTOMIZABLE: RIGHT-SIZED TO FIT YOUR NEEDS

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

# CUSTOMIZABLE: RIGHT-SIZED TO FIT YOUR NEEDS

## Customer “A”: International Bank

- MQ Administration & Support
- Project Coordination
- Documentation
- 24x7 support, 1 hour SLA
- Special rates for project work (upgrades/migrations)



# CUSTOMIZABLE: RIGHT-SIZED TO FIT YOUR NEEDS

## Customer “B”: Major Insurance Company

- Supplemental Support - Database Administration
- Architectural Guidance
- Responsive Service (no SLA)
- Dedicated Resource
- Special rates for additional TxMQ project work

# 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)

# CUSTOMIZABLE: RIGHT-SIZED TO FIT YOUR NEEDS

## Customer “D”: Entertainment Industry Services

### Provider

- Primary Support for IIB & MQ.
- Architectural recommendations & roadmap.
- 8x5 support, 1 hour SLA
- Special rates for TxMQ training, upgrades & development projects.

# Qpacity: Exclusively from TxMQ

TxMQ's innovative technology, Qpacity, enables MQ administrators to measure usage and capacity of an entire MQ infrastructure with one comprehensive tool.

*Problem: MQ performance is sluggish, slow and processes between systems lack fluidity.*

**Solution: Diagnose the root cause, measure MQ usage and capacity with *one comprehensive tool.***



**TxMQ**

introduces

**"QPACITY"**

*The MQ Capacity Planner*

**STREAMLINE RE-PLATFORMING  
OPTIMIZE YOUR MQ PERFORMANCE  
SECURE YOUR INTEGRATED SYSTEMS**



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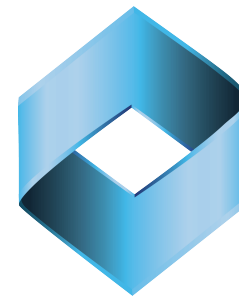
For more information: <http://txmq.com/qpacity>

**TxMQ**  
www.TxMQ.com

# MQ Virtual Appliance: Exclusively from TxMQ

**Introducing The MQ Virtual Appliance only From TxMQ!**  
**The Benefits Of IBM's New MQ Appliance In An Easily Managed, *Virtualized* Solution**

- Rapid deployment, simple to maintain, reliable, secure
- Allows the repurposing of other entitled MQ licenses
- Customize the MQ console for browser based monitoring and configuration
- Scale up, or down to fit your needs
- Lighten the burden on IT staff with easier to manage capabilities partnership



MQ  
Virtual  
Appliance

For more information: <http://txmq.com/qpacity>

# Questions & Answers



**IMAGINE. TRANSFORM. ENGAGE.**

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