

# SCMSolution

*Software Lifecycle Management. Delivered.*



## How can I lower my operational expenses for IBM Rational?

Today companies are challenged to keep costs down while keeping IT TToptions running smoothly to support the business. The challenges may include but are not limited to:

- **Resource Issues**

As companies are pushing to meet project deadlines, they may require additional resources to achieve their goals. In contrast, when companies are downsizing, resources become limited.

- **Skillset Issues**

The latest tools are being selected by IT, however the staff does not have the native skillset to migrate or deploy the technology. In contrast, companies may be going through a reduction in head count, however the requirement to support the legacy technologies still exists.

- **Cost Justification**

Companies cannot justify hiring a fulltime employee to perform end user support and maintenance.

Despite these challenges, the requirement for proper administration remains critical for business operations.

### Remote Administration Support

SCM Solution can help fill the gap. Our Remote Administration offering enables our customers to address the fluctuating resource, skillset and cost issues. Remote Administration functions typically include tasks such as end user technical support, routine maintenance, performing environment backup and restore, consult on processes\strategy, as well as Rational Tool Administration.

With a “Pay as you go” approach, you can scale up or scale down as needed. Administration can now be performed the way you want it, when you need it.

SCM Solution will provide a Consulting Engineer to perform remote administration 24/7. We are domain level experts in the latest IBM Rational Jazz products as well as the heritage IBM Rational tools. In the event of an emergency or “site down” situation, we can make our resources available onsite. In addition, we also provide customized training as well as technical support for our supported tools.

### Telephone and Email Support

Customers with a valid Remote Administration Contract shall be entitled to directly access a SCM Solution Consulting Engineer. Contracted Customers shall have direct telephone and email access to report problems, ask product related questions and receive assistance. Upon receiving a request from a Customer with a valid Remote Administration Contract, SCM Solution will triage the customers request.



### On-site Diagnostic Support

Customers may request that SCM Solution dispatch a consultant to their sites to facilitate diagnosis and repair. This service will be billed on a time and materials basis.

### About SCM Solution

SCM Solution is a system integrator focused on the delivery of IBM Rational software. Our offerings include enterprise consulting services, remote administration, training, software resale as well as customized products and packages for the Rational Jazz platform. We are domain level experts in Rational Team Concert, Rational Quality Manager, Rational Requirements Composer as well as the heritage IBM Rational tools.

SCM Solution can accelerate the time to value with your investment in IBM Rational.

