# PROFESSIONAL SERVICES
# REMOTE ADMINISTRATION

**The Challenge**

Companies are faced with external pressures, including market demand, stronger competitors as well as stringent regulatory compliance. In response, they must develop the capacity to innovate and streamline software delivery without impacting business operations.

This is no easy task. It is a constant challenge to improve software development processes, administer and maintain the tool infrastructure, apply automation techniques and ensure that regulatory compliance is met.

**The Solution**

SCM Solution is your answer. Our proven approach is to leverage the IBM Rational platform. Rational software helps you drive greater value from your software investments and deliver innovative products and services. It enables organizations to seize business opportunities, achieve precision in desired business outcomes, and execute with reduced risk and cost. This allows companies to build better software and products with a complete lean development environment for teams, which includes agile, formal and hybrid planning and reporting, all on a common platform.

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

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

♦ Resources

♦ Skillset

♦ Cost Justification

# Remote Administration Support

### 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 the IT department, 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.

SCM Solution can help fill the gap. Our Remote Administration offering enables our customers to address the fluctuating resources, 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.

**Administration can now be performed the way you want it, when you need it.**

With a "Pay as you go" approach, you can scale up or scale down as needed.

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.

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.