

COST OF DOWNTIME

With the emerging global economy, your company is becoming increasingly dependent on your IT systems. E-commerce is making it possible to conduct business 24/7. New, powerful applications allow businesses and institutions to introduce unprecedented levels of computerization into your daily operations. The trend is clear. We all depend on reliable access to computer systems at all times. Since your company relies heavily on computer systems to conduct your business, any downtime can seriously cripple your business and cause lost revenue.

PROFESSIONAL SERVICES OVERVIEW

1. MIGRATION SERVICES FOR zOS/OS390
2. SYSTEM SOFTWARE
3. APPLICATION SOFTWARE
4. TECHNICAL SUPPORT
5. SUPPLEMENTAL STAFFING
6. PROJECT MANAGEMENT



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SERVICES OVERVIEW

It's not enough to just keep pace with business demands—you want to stay a step ahead so that your business can thrive and grow. But keeping your systems running at optimum efficiency can be a complex, time-consuming task. **GSC** offers a comprehensive range of technical support services designed to keep your IT systems up and performing at the highest possible level. Our flexible service options can help protect your IT investment, integrate new technologies into your environment, and give your staff access to the support they need to stay productive.

Planned and unplanned outages can have a significant impact on your business. Costly downtime can result in lost sales, poor customer service, reduced customer loyalty and lost employee productivity. You need to eliminate availability inhibitors to increase the reliability and availability of your business-critical systems environment.

High Availability services can help improve your availability and lower your costs of downtime by preventing outages, and reducing or eliminating their impact when they do occur. Highly skilled Availability Consultants will help identify availability inhibitors and concerns, and make recommendations to improve system reliability and critical

data availability. Our approach includes an in-depth assessment of your IT environment focused on three key areas: technology, operational processes and resources. Based on the assessment findings, we can provide recommendations and a tailored set of services to help achieve your end-to-end business-critical availability objectives.

WHAT IS HIGH AVAILABILITY?

Availability means that a system or application is online and ready for access by its users. A variety of situations can take a system off-line, ranging from planned downtime for maintenance to catastrophic failure. The goals of high availability solutions are to minimize both the number of service interruptions and the time needed to recover when an outage does occur. The amount of downtime that can be tolerated by the business will dictate the comprehensiveness, complexity and cost of the solution. **High Availability** is not a specific technology nor a quantifiable attribute; it is a goal to be reached. This goal is different for each system and is based on the specific needs of the business the system supports. A variety of strategies, technologies and services are combined to raise the system or network to its availability goal.

WHO NEEDS HIGH AVAILABILITY SERVICES?

If your company's business objectives are dependent on low system downtime, High Availability Services is for you. You need **High Availability** Services if your company:

- Is a mission-critical environment such as e-business, worldwide banking, online brokerage, emergency (health care) services, manufacturing, process control and customer service.
- Has experience with any of the following problems:
- End-user dissatisfaction with system responsiveness
- Recent severe or repeated outages of mission-critical applications
- Frequent critical situations
- Significant unplanned downtime
- Server consolidation activities
- Mergers or acquisitions that are straining or adversely affecting the IT environment