2024 Packaged Services

WELCOME

This catalog contains the most frequently requested packaged service offerings from Mainline Information Systems. The pre-defined and pre-packaged services listed here cross a wide range of services including managed services, hardware installs, infrastructure upgrades and application support services.

Every packaged service listed here can be quickly quoted with a minimum amount of information. Many of the offerings are also available as Mainline SKU services that can be quoted on a proposal without the need for an additional Statement of Work.

This catalog focuses only on Mainline's routine, pre-defined service offerings. It does not attempt an exhaustive outline of all Mainline's capabilities such as Information and Analytics, strategic IT consulting, data center design or planning, etc. The full range of consulting, technical, staffing, and managed services extend far beyond the focus and scope of this catalog.

The offerings have been organized into a few selected categories to help simplify browsing and selecting packages that may be beneficial to your particular needs.

Mainline®
INFORMATION SYSTEMS

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BCDR FOR VIRTUAL ENVIRONMENTS SMOOTHSTART SERVICE – FIXED FEE

Can your Organization survive a genuine disaster – an event that knocks your vital customer services offline for a few days or even weeks?

The BCDR for Virtual Environments SmoothStart Service installs and configures a customized BCDR solution for virtualized environments. Your Organization can benefit from either our remote or onsite support – it's entirely up to you.

This service is ideal for customers who want to:

- Build a new backup, replication, or recovery strategy
- Augment an existing backup or replication strategy

Business Value:

- Protect one or more datacenters from a disaster by enabling replication of data and servers between sites and/or the cloud.
- Mainline's BCDR experts work as a multi-disciplinary team to architect, implement, and test a BDCR solution.
- We help you develop a supporting runbook to document failover / recovery procedures and perform knowledge transfer.

VMWARE CLOUD AUTOMATION IMPLEMENTATION SERVICE

The VMware Cloud Automation Service deploys a distributed and highly-available cloud automation solution within a production infrastructure. It improves provisioning times and IT agility through automation. Optionally, Cloud Automation can be used to deliver a self-service catalog to end users, freeing up IT resources from repetitive provisioning requests.

Business Value:

- Leverage the experience of industry recognized experts to help architect and build complex vRA environment(s) that deliver faster provisioning and greater IT agility.
- Automate repetitive requests for improved reliability and speed.
- Allow for tight integration with existing IT tools, to better retain their business value and leverage their use with a more automated approach.
- Provide as-built documentation and knowledge transfer to your staff.

REDHAT ENTERPRISE LINUX SMOOTHSTART SERVICE – FIXED FEE

A RedHat Enterprise Linux SmoothStart Service implements and configure from one to thirty RedHat servers in your environment. From planning, to design, to implementation, and knowledge transfer, Mainline experts help you quickly deploy a RedHat infrastructure that is consistent with the latest best practices.

Mainline delivers this service through a combination of onsite and remote consulting services. These services are offered at a fixed fee and scheduled over consecutive business days.

Business Value:

- Leverage Mainline's Red Hat Linux experts to ensure the deployment is done right the first time.
- Free your own IT personnel from the burden of architecting and building a RHEL SOE (Standard Operating Environment).
- Architect, implement, and document best practices within your unique environment.

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VMWARE HEALTHCHECK SERVICE – FIXED FEE

The VMware vSphere HealthCheck Service identifies specific, detailed opportunities to improve environment performance and address operational challenges. These recommendations are thoroughly reviewed with your organization's subject matter experts (SMEs) in order to develop actionable tasks based on your existing requirements and VMware best practices. Results gathered from this service deliver a best practice-based assessment of the existing VMware vSphere environment.

Business Value:

- Leverage industry expertise and experience to create an actionable roadmap to improve performance and resolve issues.
- Use VMware's Health Check tools and 3rd party analyzers to gain deep insight into the operations of your current environment.
- Gain a completely objective analysis from our VMware experts based on insights gained from working with a wide array of customers, across numerous industries.
- Receive a detailed report outlining your environment's configuration delta from best practices, as well as configuration drift within the environment, complete with remediation steps.

VMWARE VDI PROOF OF CONCEPT SERVICE – FIXED FEE

The VMware VDI Proof of Concept Service is designed to accelerate VDI use case design, development, and testing with VMware's Horizon VDI product portfolio. It is aimed at clients with new or existing VDI environments looking to evaluate new products within the Horizon suite and/or use cases to meet their business requirements. It is assumed an operational vSphere environment is in place and can support the VDI workload.

Business Value:

- Leverage our expertise and years of accumulated hands-on knowledge to ensure you approach VDI with proven best practices. Rapidly prove out or validate a VDI use case and gain insight into actual operational characteristics of a targeted VDI approach.
- Accelerate your time-to-value and free your IT personnel to focus on end results. Our engineers and architects work with them to achieve the correct technical foundation.
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VMWARE VSPHERE SMOOTHSTART – FIXED FEE

This Service is designed to install and configure the ESXi host(s) and hypervisor, network and storage resources, and the vCenter management platform. This Service can be performed either remotely or onsite depending on CLIENT preferences. The vSphere SmoothStart is scoped to provide the necessary services required to complete these tasks.

Business Value:

- Build a fully functional VMware environment from the ground up ready to support production workloads.
- Quickly expand resources to support additional workloads
- Introduction to new technologies such as VDI, Site Recovery, and Hyper-converged infrastructure as supported by VMware
- Documentation of build process for future reference

VXRAIL DEPLOYMENT AND MIGRATION

The VxRail Deployment and Migration provides a customer with a quick and easy ready-to-use vSphere infrastructure in a short amount of time. As the VxRail is a purely Dell offering, it provides a single point of support should questions or issues arise, as well as easily managed and upgradeable infrastructure. This offering also will also provide a migration service allowing you to take full advantage of newer and faster infrastructure, moving off older, aging gear. The customer will be left with a much more compact environment that is easy to use, efficient, and economical.

Business Value:

- Provides a unified, simple, easy to manage and efficient vSphere environment, potentially replacing multiple racks of older hardware.

- Single support is built right in. Dell supports the hardware and software, so no matter what's wrong, it's just one call for help

- Easy upgrades and expansion. A VxRail provides a end-user management appliance that allows easy upgrades that are certified by Dell. No more worries about which firmware does what, no more piecemeal upgrading of individual hardware and software components. Additional nodes can be easily added to the VxRail as needs for more storage and/or compute hardware is required.

VEEAM BACKUP AND RESTORE SMOOTHSTART

The Veeam Backup and Restore SmoothStart provides the customer with a design and implementation of a modern, easy to use and robust backup and restore solution from Veeam. Mainline will provide a Veeam expert to design and implement Veeam Backup and Restore in the customer's environment. The end result being a fully functional, robust data protection strategy to protect from data loss, both natural and malicious.

Business Value:

- In this modern age, Ransomware and viruses are rampant. Protecting your data from threats, both external and internal is key. Veeam provides an excellent, easy to use backbone to support this

- Veeam is a robust and flexible product. It can be implemented in any environment without any proprietary requirements.

- Veeam runs on the customer's existing infrastructure. It does not require the purchase of extra hardware in most cases. Just storage to store your backup data, ideally at two or more separate locations.

- Veeam is a thoroughly modern product. It can be easily managed by a single individual in most cases. It can be easily expanded as requirements increase. It provides plenty of customization to suit diverse customer requirements.

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VDI PROOF OF CONCEPT – FIXED FEE

This service is designed to accelerate VDI use case design, development, and testing with VDI product portfolio. It is aimed at CLIENTs with new or existing VDI environments looking to evaluate new platforms or use cases to meet their business requirements. It is assumed an operational hypervisor environment is in place and can support the VDI workload for on-premise deployments and an Azure subscription for Azure Virtual Dekstops.

The scope of this service includes the installation, deployments and configuration of necessary products within the VDI platform suite as determined by CLIENT requirements to support the defined use case. MAINLINE will work with CLIENT subject matter experts (SMEs) to document, design, and deliver a solution.

Business Value:

- Evaluate VDI technologies before fully investing in the complete solution.

- Develop end user computing solutions to address specific use cases.

- Evaluate which platform best suits and meets the companies use case and business requirements

MICROSOFT AZURE SMOOTHSTART – FIXED FEE

This Service is designed to deploy and configure Azure Infrastructure as a Service (IaaS) Azure AD federation with on-premise AD, network and storage resources. This Service can be performed either remotely or onsite depending on CLIENT preferences. The Microsoft Azure SmoothStart is scoped to provide the necessary services required to complete these tasks.

Business Value:

- Deploy resources in Microsoft Azure.
- Quickly add additional resources to an existing Microsoft Azure or on-premise environment.
- Introduce new cloud technologies or platforms in the business and expand existing resources by utilizing Azure services pay-as-you-go

VMWARE HORIZON HEALTHCHECK – FIXED FEE

The VMware Horizon HealthCheck identifies configuration changes and other detailed recommendations to improve performance and/or address operational challenges. These recommendations are thoroughly reviewed with CLIENT subject matter experts (SMEs) in order to develop actionable tasks based on existing CLIENT requirements and VMware best practices. Results gathered from this service deliver a best practice-based assessment of the existing VMware Horizon environment.

Business Value:

- Upgrade or expand a current production Horizon deployment
- Validate a Horizon environment in preparation for an audit or a review
- Complete a pre-production design review
- Perform a proactive, diagnostic HealthCheck to maintain a highly

MAINLINE FLEX ASSIST SERVICE

We've all been there. We think we have the resources to cover a new implementation, then, as the saying goes, stuff happens. Why not continue to engage in expert support exactly as you see fit, wherever and whenever your Organization needs it?

Mainline Flex Assist Service provides your Organization with maximum flexibility, because you decide when and how to engage us. Flex Assist allows you to project and plan the use of specific Mainline skills over the upcoming months. You simply choose the number of support hours and the skillset(s) you expect to use and when you expect to use them.

Your Organization can engage Mainline onsite or remotely. Our remote support avoids travel and living expenses (Note: VPN access must be provided prior to the start of the engagement).

Business Value:

- Use the service as needed; a simple, flexible approach for your Organization to leverage expert Mainline knowledge and skills.
- Avoid financial commitment (you only pay for hours used).

SMOOTHSTART IBM i SERVICE - FIXED FEE

A SmoothStart IBM i Service quickly implements and configures an IBM i server in your environment. Prior to the implementation, a Mainline consultant holds a planning call to capture the unique configuration points and to discuss resource scheduling.

Business Value:

- Provides experienced Mainline technical expertise with knowledge of current IBM Power Systems for the installation and configuration of the new environment.

- Reduces your organization's workload through assistance with planning, execution, and installation of the environment.

- Provides effective training of existing IT staff via skills transfer from Mainline's subject matter experts.

BRMS FOR IBM i DEPLOYMENT SERVICE – FIXED FEE

The BRMS for IBM i Deployment Service is designed to setup, implement, and deploy to an operational state IBM's Backup, Recovery, and Media Services solution for IBM i. This Service covers a BRMS install for a system or a partition but does not include the functionality provided by the BRMS Network Feature and Advanced Feature optional products.

Your organization benefits from pre-implementation consulting, onsite implementation of BRMS, knowledge transfer using a workshop format, and assistance to deploy the BRMS to an operational state.

Business Value:

- Provides industry experience with the deployment and configuration of IBM BRMS.

- Reduces your organization's workload through assistance with planning, execution and deployment within your environment.

- Provides effective training of existing IT staff via skills transfer from Mainline's subject matter experts.

IBM i HEALTHCHECK SERVICE

The IBM i HealthCheck Service reviews the operations and configuration of a targeted environment and identifies specific steps your organization can take to resolve issues; increase supportability; and improve performance, availability and maintainability. A Mainline consultant assesses the target environment, prepares a scorecard of findings, and prepares a written summary of prioritized recommendations.

A HealthCheck is suitable for analysis of existing environments but is not intended for enterprise architectures or large-scale environments. Mainline delivers this service through a combination of onsite (one location) and remote consulting services.

Business Value:

- Allows you to leverage industry experts to optimize the IBM i environment to support critical services while keeping administration overhead to a minimum.

- Actionable, prioritized environment recommendations can be planned and deployed at your organization's pace.

- Helps effectively train your organization's personnel regarding industry best practices via skills transfer from Mainline's subject matter experts.

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IBM i SKIP RELEASE MIGRATION SERVICE - FIXED FEE

The IBM i Skip Release Migration Service migrates an IBM i server to a different IBM i server in your environment when the two IBM i servers don't support the same version of the operating system. This migration method includes an operating system upgrade from the version on the source system to the version that is required for the target system.

Prior to the implementation, the Mainline consultant holds a planning call to discuss prerequisites, discuss migration requirements, and to discuss scheduling of the resource.

Business Value:

- Offering trusted technical expertise using industry best practice migration methods that provide minimal impact to your business operations.
- Reduces your organization's workload through assistance with planning, execution and migration within your environment.
- Help to effectively train your Organization's personnel regarding industry best practices via skills transfer from Mainline's subject matter experts.

IBM i UNLOAD/RELOAD MIGRATION SERVICE - FIXED FEE

The IBM i Unload/Reload Migration Service is designed to migrate a single partition IBM i server to a different single partition IBM i server in your organization's environment when the two servers support the same version of the operating system.

Prior to the implementation, the Mainline consultant holds a planning call to discuss prerequisites, discuss migration requirements, and to discuss scheduling of the resource.

Business Value:

- Offering trusted technical expertise using industry best practice migration methods that provide minimal impact to your business operations.
- Reduces your Organization's workload through assistance with planning, execution and migration within your environment.
- Help to effectively train your organization's personnel regarding industry best practices via skills transfer from Mainline's subject matter experts.

IBM i OPERATING SYSTEM UPGRADE FIXED FEE SERVICE

The IBM i Operating System Upgrade Service is designed to review the configuration of a targeted IBM i Operating System and to identify specific steps to upgrade the environment, efficiently and correctly.

A Mainline consultant assesses the environment, prepare a written upgrade Plan, and collaborate with your organization's personnel to execute that plan.

Business Value:

- Offering trusted technical expertise using industry best practice methods that provide minimal impact to your business operations.
- Reduces your organization's workload through assistance with planning, execution and migration within your environment.
- Upgrading your system can unlock new features, increase performance, improve security, and reduce the risk of extended downtime.

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IBM POWER HMC UPGRADE FIXED FEE

The IBM Power HMC Upgrade Service is designed to upgrade a CLIENT's system from an older version to a version one level higher of the IBM Hardware Management Console (HMC) for Power Systems software. These Services are delivered through remote activities over consecutive business days. This is a fixed fee service.

Business Value:

- Offering trusted technical expertise using industry best practice methods that provide minimal impact to your business operations.

- Reduces your organization's workload through assistance with planning, execution and migration within your environment.

- Upgrading your system can unlock new features, increase performance, improve security, and reduce the risk of extended downtime.

VIO OPERATING SYSTEM UPGRADE FIXED

The IBM VIO Operating System Upgrade Service is designed to upgrade a pair of VIO servers from an older version to a version one level higher of the IBM VIO Operating System. These Services are delivered through remote activities over consecutive business days. This is a fixed fee service.

Business Value:

- Offering trusted technical expertise using industry best practice methods that provide minimal impact to your business operations.

- Reduces your organization's workload through assistance with planning, execution and migration within your environment.

- Upgrading your system can unlock new features, increase performance, improve security, and reduce the risk of extended downtime.

GENERAL IBM i PERFORMANCE ASSESSMENT

A General IBM i Performance Assessment will analyze current job performance and give recommendations to enhance future performance. Tools such as iDoctor, Job Watcher, and Performance Navigator will be employed. A detailed report will be generated.

Business Value:

- A performance expert will make recommendations that enable the business to achieve maximum value for that business's investment in Power Servers running IBM i.

- Any system settings or parameters that could or are causing system slowness will be identified.

- Any issues caused by missing or incorrect PTFs will corrected.

- Application issues and DB2 issues, such as non optimal indexing or excessive numbers of deleted records in a DB file will be pointed out.

- Network parameters that can cause performance issues will be identified and corrected.

- A system summary will be created.

MAINLINE FLEX ASSIST SERVICE

We've all been there. We think we have the resources to cover a new implementation, then, as the saying goes, stuff happens. Why not continue to engage in expert support exactly as you see fit, wherever and whenever your organization needs it?

Mainline Flex Assist Service provides your organization with maximum flexibility, because you decide when and how to engage us. Flex Assist allows you to project and plan the use of specific Mainline skills over the upcoming months. You simply choose the number of support hours and the skillset(s) you expect to use and when you expect to use them.

Your organization can engage Mainline onsite or remotely. Our remote support avoids travel and living expenses (Note: VPN access must be provided prior to the start of the engagement).

Business Value:

- Use the service as needed; a simple, flexible approach for your organization to leverage expert Mainline knowledge and skills.
- Avoid financial commitment (you only pay for hours used).

POWER SMOOTHSTART FOR AIX SERVICE – FIXED FEE

The Power SmoothStart for AIX Service is designed to implement and configure from "one to X" IBM Power Systems servers in your environment.

From planning, design, implementation, and knowledge transfer, Mainline experts help you quickly deploy Power servers consistent with the latest best practices. SmoothStart services ensure new components are rapidly activated and made available for the customer IT teams to provision, load, and deploy to production.

Mainline delivers this service through a combination of onsite and remote consulting services. These services are offered at a fixed fee and scheduled over consecutive business days.

See the Standard AIX Migration service for clients that need assistance migrating active workloads to the new Power infrastructure.

Business Value:

- Team of Mainline technical experts with current IBM Power Systems and AIX implementation and best practices knowledge
- Reduces your staff's workload by aiding with planning, execution and problem research
- Trusted Technical Advisor ensuring you are obtaining maximum benefit of your hardware and software investment by taking advantage of the latest features in IBM Hardware and Software
- Helps effectively train your personnel through skills transfer by Mainline technical experts

POWERHA IMPLEMENTATION FOR AIX SERVICE – FIXED FEE

The PowerHA Implementation for AIX Service quickly activates a high availability solution in a support of critical infrastructure and services that rely on Power servers running AIX. Mainline installs, configures, activates, test failover(s), and provides knowledge transfer to help create a high availability environment that meets your Organization's needs.

This Service can be performed onsite or remotely and is scoped to provide implementation services based on the number of clusters, nodes, and sites.

Services include installation and configuration of PowerHA and assisting your Organization in testing failover scenarios.

Business Value:

- Improve continuity and resiliency of critical POWER/AIX systems.
- Reduce your staff's workload by aiding with planning, execution and problem research.
- Train your personnel effectively through skills transfer by Mainline technical experts

POWER HEALTHCHECK FOR AIX SERVICE – FIXED FEE

The Power HealthCheck for AIX Service provides a HealthCheck on an IBM Power Systems Server running AIX. Whether validating if an environment is configured optimally or identifying and resolving lingering performance or stability issues, a HealthCheck leverages Mainline's broad knowledge and experience to quickly assess an environment and provide specific recommendations that may improve the operation, maintainability, or performance of the environment.

This Service can be performed onsite or remotely and is scoped to provide HealthCheck services based on the number of physical servers and logical partitions (LPARs) in scope.

Services include validation of firmware/software levels and configuration of Virtual I/O (VIO) and AIX LPARs for best practices in configuration for performance and stability. Your Organization receives a HealthCheck report documenting the analysis and prioritized recommendations to improve performance, maintainability, and resiliency of the targeted servers.

Business Value:

- Leverage industry experts to optimize the POWER environment to support critical services while keeping administration overhead to a minimum.
- Actionable, prioritized recommendations that can be planned and deployed at your organization's pace.
- Trains your personnel effectively on best practices through skills transfer by Mainline technical experts

AIX OPERATING SYSTEM UPGRADE FIXED FEE

The IBM AIX Operating System Upgrade Service is designed to upgrade a CLIENT's system from an older version to a version one level higher of the IBM AIX Operating System. These Services are delivered through remote activities over consecutive business days. This is a fixed fee service.

Business Value:

- Offering trusted technical expertise using industry best practice methods that provide minimal impact to your business operations.

- Reduces your organization's workload through assistance with planning, execution and migration within your environment.

- Upgrading your system can unlock new features, increase performance, improve security, and reduce the risk of extended downtime.

IBM POWER HMC UPGRADE FIXED FEE

The IBM Power HMC Upgrade Service is designed to upgrade a CLIENT's system from an older version to a version one level higher of the IBM Hardware Management Console (HMC) for Power Systems software. These Services are delivered through remote activities over consecutive business days. This is a fixed fee service.

Business Value:

- Offering trusted technical expertise using industry best practice methods that provide minimal impact to your business operations.

- Reduces your organization's workload through assistance with planning, execution and migration within your environment.

- Upgrading your system can unlock new features, increase performance, improve security, and reduce the risk of extended downtime.

VIO OPERATING SYSTEM UPGRADE FIXED

The IBM VIO Operating System Upgrade Service is designed to upgrade a pair of VIO servers from an older version to a version one level higher of the IBM VIO Operating System. These Services are delivered through remote activities over consecutive business days. This is a fixed fee service.

Business Value:

- Offering trusted technical expertise using industry best practice methods that provide minimal impact to your business operations.

- Reduces your organization's workload through assistance with planning, execution and migration within your environment.

- Upgrading your system can unlock new features, increase performance, improve security, and reduce the risk of extended downtime.

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STANDARD AIX MIGRATION SERVICE

Mainline's Standard AIX Migration Service is designed to migrate AIX LPARs to a newer IBM Power Systems using available tools under the following situations (or a combination of the below).   This Service includes migration planning, test planning, assistance migrating workloads, and documentation of the final migration results. This service can be combined with a SmoothStart for organizations setting up new environments who want to quickly migrate workloads from older servers to the new infrastructure.

Offering:

- Physical I/O to Physical I/O LPAR migrations
- Physical I/O to Virtual I/O LPAR migrations
- Virtual I/O to Virtual I/O LPAR migrations

Business Value:

- Receive trusted technical advisement using migration methods that provide the least impact to your business operations.
- Offering Mainline's team of technical experts with current experience in IBM Power Systems and AIX Migration technologies to design and execute a custom migration plan tailored for your environment.
- Reduce your staff's workload by aiding with planning, execution and problem research.
- Helps effectively train your personnel through skills transfer by Mainline technical experts

MAINLINE FLEX ASSIST SERVICE

We've all been there. We think we have the resources to cover a new implementation, then, as the saying goes, stuff happens. Why not continue to engage in expert support exactly as you see fit, wherever and whenever your Organization needs it?

Mainline Flex Assist Service provides your Organization with maximum flexibility, because you decide when and how to engage us. Flex Assist allows you to project and plan the use of specific Mainline skills over the upcoming months. You simply choose the number of support hours and the skillset(s) you expect to use and when you expect to use them.

Your Organization can engage Mainline onsite or remotely. Our remote support avoids travel and living expenses (Note: VPN access must be provided prior to the start of the engagement).

Business Value:

- Use the service as needed; a simple, flexible approach for your Organization to leverage expert Mainline knowledge and skills.
- Avoid financial commitment (you only pay for hours used).

REMOTE INCIDENT RESPONSE 24X7 FOR INFRASTRUCTURE

MAINLINE's Remote Incident Response for infrastructure ("RIR") Service provides remote expert assistance to respond to system software issues and incidents that disrupt essential production systems. RIR provides 24x365 phone support for Severity 1 incidents, such as critical "system down" incidents, to CLIENT's level 2 and level 3 support teams. MAINLINE will troubleshoot and resolve critical operating system ("OS") issues, including related OS services and utilities, and related software issues impacting the covered systems enrolled in the Service.

Business Value

- Resolve production issues faster by leveraging the expertise of US-based system experts
- Ensures coverage to respond to critical system outages during holidays, afterhours, and weekends
- A single payment provides coverage for an entire year

REMOTE SYSTEMS ASSISTANCE

The Remote Systems Assistance ("RSA") Service provides access to MAINLINE's remote experts to assist IT staff during the client's regular business hours to perform system administration tasks, support key projects, or provide coverage for a staff member out on leave. This Service is flexible and allows a client to vary the level of support throughout the year in response to changing priorities or unplanned needs that may arise. The RSA covers any system task that can be performed remotely on the systems enrolled in RSA including checking system(s) status, troubleshooting issues, analyzing health and performance trends, providing expert advice, developing project plans or schedules, recommending configuration changes, and applying minor system updates or changes.

Business Value

- Form a virtual team to extend your existing staff and skills
- Leverage US experts for ad-hoc, infrequent, or complex tasks
- Build a short-term project team to pursue essential priorities during business hours
- Monthly fee ensures a base level of support with flexibility to scale up as needed
- Easy to request and track support using a ticket-based support portal

ENHANCED SYSTEMS MANAGEMENT

The Enhanced Systems Management ("ESM") Service provides a cost-effective approach to administer and maintain essential production systems, including legacy environments, in their current configuration. Mainline's US-based experts will provide day-to-day proactive administration of an environment and routine recommendations on ways to improve stability and performance of the environment. Mainline's remote administration teams apply a best practice-based approach to managing environments allowing the client to deploy staff away from "keeping the lights on". ESM provides unlimited incident response, routine monitoring, and planned administration of the selected environments. In addition to the planned and scheduled tasks, ESM provides the flexibility to address client driven ad-hoc requests, customizations, or on-demand support to client IT teams. Leverage Mainline for reliable and consistent administration of essential systems 365 days a year while deploying inhouse staff on high value initiatives or projects.

Business Value:

- Provides a comprehensive, best practice-based approach to maintaining legacy systems and essential production systems
- One monthly fee provides unlimited incident response, unlimited proactive/planned administration of systems and quarterly recommendations
- Includes quarterly trend analysis and reporting of problems, performance, and utilization of the systems
- Frees up valuable inhouse expertise to tackle new initiatives or business critical projects
- Includes a dedicated team of named US-based experts to provide 24x365 coverage of the designated systems
- ESM includes the flexibility for a client to respond to additional needs, spin up project teams, or tackle unplanned initiatives that may arise during the year
- Control costs, reduce risk and improve IT productivity when you trust Mainline's experts to administer your production environment(s)

STORAGE SMOOTHSTART SERVICE - FIXED FEE

The Storage SmoothStart Service is designed to install, activate, and configure one (1) block or file (NAS) based array for one (1) to thirty (30) storage hosts (servers) and up to four (4) LUNS, shares or a combination of LUNs, and shares per host.

A Mainline consultant holds a pre-implementation call to identify the unique configuration points, then installs and implements the array(s), provides basic knowledge transfer during the implementation, and provides a written summary of the configuration upon completion.

Business Value:

- Access a team of Mainline technical experts with current NAS and SAN Implementation knowledge and industry best practices.
- Minimizes the impact on your staff and their everyday duties, due to the reduction in workforce effort in planning, execution and problem research
- Effectively train your personnel through skills transfer by Mainline technical experts.

STORAGE ENCRYPTION SERVICE (OPEN SYSTEMS) – FIXED FEE

The Storage Encryption Service (Open Systems) is a comprehensive set of services to implement "Data at Rest" encryption on one or more storage subsystems operating in an open systems environment.

This Service is performed remotely and includes planning, pre-requisite identification, SKLM implementation, activation of encryption, storage configuration and skills transfer.

Encryption requires a key server, and, as quoted, this service relies on either your organization's existing key server environment or includes services necessary to implement SKLM.

Business Value:

- Receive extensive deployment experience from Mainline's experts, who apply industry and system-specific best practices to your enterprise storage systems.
- Protect your "Data-at-Rest"
- Effectively train your personnel through skills transfer by Mainline experts.

SMOOTHSTART SPECTRUM PROTECT SERVICE – FIXED FEE

The SmoothStart for Spectrum Protect Service is designed to quickly implement and configure the Spectrum Protect solution and establish backup control groups.

A Mainline consultant identifies unique configuration points, installs and configures the Spectrum Protect software, setup and test backup functionality, provides initial knowledge transfer, and documents the configuration upon completion of the Services.

Business Value:

- Receive the benefit of Mainline's extensive deployment experience and implementation of best practices
- Ensuring availability of backup data for multiple restore scenarios (Local backups/ DR).
- Effectively train your personnel through a (4) hour Skills Development Workshop.

SMOOTHSTART FOR BACKUP RESTORE SERVICE – FIXED FEE

The SmoothStart for Backup Restore Service is designed to rapidly implement, configure, and activate a backup and restore solution and verify proper operation of the backup functionality. A Mainline consultant identifies unique configuration points, sets up and activates the software solution, demonstrates and tests backup operation(s), conducts a skills development workshop, and documents the configuration of the solution upon completion of the project.

This Service supports the following technologies:

- VERITAS NetBackup
- EMC Networker

Business Value:

- Receive the benefit of Mainline's extensive deployment experience and implementation of best practices
- Ensuring availability of backup data for multiple restore scenarios (Local backups/DR)
- Effectively train your personnel through a (4) hour Skills Development Workshop

SMOOTHSTART VIRTUAL / PHYSICAL TAPE LIBRARY SERVICE - FIXED FEE

A SmoothStart Virtual / Physical Tape Library Service is designed to implement and configure one tape or virtual tape library environment efficiently and correctly.

A Mainline consultant identifies the unique configuration points, sets up and configures the Library, provides basic knowledge transfer during implementation, and documents the active configuration upon completion of the project. Mainline delivers this service through a combination of onsite (to one location) and remote consulting services.

Business Value:

- Leverage a team of Mainline technical experts with current physical and virtual tape library experience.
- Minimize the impact on your staff and their everyday duties, due to the reduction in workforce effort in planning, execution and problem research.
- Effectively train your personnel through skills transfer by Mainline technical experts.

DATA ENCRYPTION SERVICE

The Storage Data Encryption Service is a comprehensive set of services to implement "Data at Rest" encryption on one or more supported end-point devices operating in an open systems environment.

This Service is performed remotely and includes planning, pre-requisite identification, key manager implementation, activation of encryption, end-point configuration and skills transfer.

Encryption may require an external key manager, and, as quoted, this service relies on either your organization's existing key manager environment or includes services necessary to implement a supported key manager.

Business Value:

- Receive extensive deployment experience from Mainline's experts, who apply industry and system-specific best practices to your enterprise storage systems.
- Protect your "Data-at-Rest"
- Effectively train your personnel through skills transfer by Mainline experts.

DATA ERADICATION SERVICE

Have you purchased new hardware? Have you thought about what to do with the legacy hardware? Mainline Can help!

Our Data Eradication Service MAINLINE's Disk Eradication Service provides secure data sanitization using DoD compliant Software in accordance with the latest NIST 800-88 3X NIST Random/Repeat standard and consistent with the previously designated DoD 5220.22-M standard. Certified degaussing will be performed on any drives that fail the wiping process consistent with the NIST 800-88 federal guidelines for media sanitization.

The quote for this Service must include the quantity of drives to be erased and the work site location(s) to be covered by the Service.

NOTE: This Service excludes physical removal or physical destruction of any drives. Unpowered or inaccessible units will be excluded from the eradication visit.

Business Value:

- Obtain help from experienced Technical staff to assist with recommendations and solutions to help with your Compliancy and Audit efforts
- Provides an economic and certified solution for returning leased or reselling owned equipment.
- Certificate of Destruction: Upon completion Mainline will provide a serialized hard drive report identifying all drives eradicated as well as a Certificate of Destruction providing liability indemnification to the Client.

VIRTUAL TAPE SYSTEM (VTS) DEPLOYMENT SERVICE - FIXED FEE

The Virtual Tape System (VTS) Deployment Service is designed to setup, implement, and deploy to an operational state IBM's Virtual Tape System. Mainline provides pre-implementation consulting to the client, onsite implementation of the VTS, knowledge transfer using a workshop format, and assistance to deploy the VTS to an operational state.

Business Value:

- Team of Mainline technical experts with current IBM VTS implementation and best practices knowledge
- Reduces your staff's workload by aiding with planning, execution and problem research
- Trusted Technical Advisor ensuring you are obtaining maximum benefit of your hardware and software investment by taking advantage of the latest features in IBM Hardware and Software
- Helps effectively train your personnel through skills transfer by Mainline technical experts

MAINLINE FLEX ASSIST SERVICE

We've all been there. We think we have the resources to cover a new implementation, then, as the saying goes, stuff happens. Why not continue to engage in expert support exactly as you see fit, wherever and whenever your Organization needs it?

Mainline Flex Assist Service provides your Organization with maximum flexibility, because you decide when and how to engage us. Flex Assist allows you to project and plan the use of specific Mainline skills over the upcoming months. You simply choose the number of support hours and the skillset(s) you expect to use and when you expect to use them.

Your Organization can engage Mainline onsite or remotely. Our remote support avoids travel and living expenses (Note: VPN access must be provided prior to the start of the engagement).

Business Value:

- Use the service as needed; a simple, flexible approach for your Organization to leverage expert Mainline knowledge and skills.
- Avoid financial commitment (you only pay for hours used).

z PUSH PULL SERVICE – FIXED FEE

Mainline's z Push Pull Service provides technical assistance with the installation and implementation of the new IBM z processor(s) and provides services to IPL the existing operating system and workload from the old system to the new.

The services are provided remotely through the services of a Mainline Consultant, supporting both the production and DR CBU cut-overs. The Mainline consultant will remained engaged through the business day immediately following the production cut-over to provide technical assistance as well as debugging any system related issues that may arise.

Business Value:

- Team of technical experts with current IBM z processor implementation and best practices knowledge
- Reduces your staff's workload by aiding with planning, execution and problem research
- Trusted Technical Advisor ensuring you are obtaining maximum benefit of your hardware and software investment by taking advantage of the latest features in IBM Hardware and Software.
- Helps effectively train your personnel through skills transfer by Mainline technical experts

z DS8000 IMPLEMENTATION SERVICE – FIXED FEE

The z DS8000 Implementation Service provides a comprehensive set of services to ensure a successful implementation of one or multiple DS8000 subsystems operating within a z environment.

This Service is performed remotely and provides services associated with planning, pre-requisite identification, storage configuration, and skills transfer. At the conclusion of this service, a client will have a DS8000 subsystem(s) online to the appropriate z operating environment and ready to be populated with CKD data.

Business Value:

- Access Mainline technical experts with current IBM disk subsystem implementation and best practices knowledge.
- Reduces your staff's workload by aiding with planning, execution and problem research.
- Trusted Technical Advisor ensuring you are obtaining maximum benefit of your hardware and software investment by taking advantage of the latest features in IBM Hardware and Software.
- Helps effectively train your personnel through skills transfer by Mainline technical experts.

z DS8000 IMPLEMENTATION AND ENCRYPTION SERVICE – FIXED FEE

The z DS8000 Implementation and Encryption Service provides a comprehensive set of services to ensure a successful implementation of one or multiple DS8000 subsystems operating within a z environment with "Data at Rest" encryption.

This Service is performed remotely and provides services associated with; planning, pre-requisite identification, storage configuration, encryption, and skills transfer. At the conclusion of this service client will have a DS8000 subsystem(s) online to the appropriate z operating environment and ready to be populated with CKD data.

Encryption requires a key server, and, as quoted, this service relies on either your existing key server environment or includes services necessary to implement SKLM.

Business Value:

- Team of technical experts with current IBM disk subsystem implementation and best practices knowledge
- Reduces your staff's workload by aiding with planning, execution and problem research
- Trusted Technical Advisor ensuring you are obtaining maximum benefit of your hardware and software investment by taking advantage of the latest features in IBM Hardware and Software
- Data at rest encryption improves the security of your information
- Helps effectively train your personnel through skills transfer by Mainline technical experts.

z HEALTHCHECK SERVICE

The z HealthCheck Service reviews the operations and configuration of a targeted environment and identifies specific steps you can take to resolve current and potential issues; increase supportability; and improve performance, availability, and maintainability. A Mainline consultant assesses the target environment, prepares a scorecard of findings, and prepares a written summary of prioritized recommendations.

z HealthChecks are best targeted to a specific area of review or subsystem; optimally the scope is customized with your organization's input.

Business Value:

- Provides independent discovery, review, and analysis by a team of Mainline technical experts with extremely broad and deep technical skills across the z spectrum.
- Leverages the skills of uniquely qualified Mainline engineers who routinely optimize environments spanning industries and product sets.
- Receive documentation of a remediation roadmap that enables your organization to correct any deficiencies with in-house resources.

DISK DATA MIGRATION SERVICE PPRC – FIXED FEE

The Disk Data Migration PPRC Service is designed to migrate data between the client's source disk system (typically an older disk storage system) and the target disk subsystem (typically a newer disk storage system). This service is performed remotely and is scoped to provide migration coverage for up to the number of disk TBs specified in the quote.

Business Value:

- Engage a team of Mainline technical experts with current IBM disk subsystem implementation and best practices knowledge. These experts ensure your organization maximizes the benefit of your hardware and software investment by taking advantage of the latest features in IBM Hardware and Software.
- Reduce your staff's workload by aiding with planning, execution and problem research.
- Leverages existing Copy Services licenses and fixed fee to ensure there are no budget surprises.
- Helps effectively train your personnel through skills transfer by Mainline technical experts.

DISK DATA MIGRATION SERVICE FDRPAS – FIXED FEE

The Disk Data Migration FDRPAS Service provides a non-disruptive migration of z/OS CKD formatted data between the client's source disk system (typically an older disk storage system) and the target disk subsystem (typically a newer disk storage system).

This Service is performed remotely and is scoped to provide migration coverage for up to the number of disk TBs specified in the quote.

The Disk Data Migration FDRPAS Service includes use of the FDRPAS migration utility (the "Migration Tool") that is leased for a fixed period. Use of this product is restricted to Mainline personnel.

Business Value:

- Offers FDRPAS groundwork for a non-disruptive migration.
- Engage a team of Mainline technical experts with current IBM disk subsystem implementation and best practices knowledge. These experts ensure your organization maximizes the benefit of your hardware and software investment by taking advantage of the latest features in IBM Hardware and Software.
- Reduce your staff's workload by aiding with planning, execution and problem research.
- Leverages existing Copy Services licenses and fixed fee to ensure there are no budget surprises.
- Helps effectively train your personnel through skills transfer by Mainline technical experts.

DISK DATA MIGRATION SERVICE TDMF – FIXED FEE

The Disk Data Migration Service TDMF Service provides a non-disruptive migration of z/OS CKD formatted data between the client's source disk system (typically an older disk storage system) and the target disk subsystem (typically a newer disk storage system).

This Service is performed remotely and is scoped to provide migration coverage for up to the number of disk TBs specified in the quote.

The Disk Data Migration TDMF Service includes use of the TDMF migration utility (the "Migration Tool") that is leased for a fixed period. Use of this product is restricted to Mainline personnel.

Business Value:

- Offers TDMF groundwork for a non-disruptive migration.
- Engage a team of Mainline technical experts with current IBM disk subsystem implementation and best practices knowledge. These experts ensure your organization maximizes the benefit of your hardware and software investment by taking advantage of the latest features in IBM Hardware and Software.
- Reduce your staff's workload by aiding with planning, execution and problem research.
- Leverages existing Copy Services licenses and fixed fee to ensure there are no budget surprises.
- Helps effectively train your personnel through skills transfer by Mainline technical experts.

ISV UPGRADE ASSISTANCE SERVICE

Mainline's ISV Upgrade Assistance Service is designed to review the configuration of targeted ISV products and to identify the specific steps necessary to upgrade the environment. A Mainline consultant assesses the environment, develops a written Upgrade Plan, and collaborates with your organization's personnel to implement the upgrade plan within your designated change windows.

Mainline has extensive z environment experience as well as upgrade experience with industry leading ISV tools and applications. In the event your organization is upgrading ISV products that are niche solutions or less commonly distributed tools/applications, Mainline ensures a consultant with extensive general ISV upgrade experience is assigned to assist in the planning and upgrade process for those products.

Business Value:

- Leverage Mainline technical experts with broad ISV product expertise, implementation, and best practices knowledge.
- Reduces your staff's workload by aiding with planning, execution, and problem research as well as actual production rollout.
- Providing comprehensive documentation ensures that staff can resume post implementation support without any loss of continuity.

z OPERATING SYSTEM UPGRADE ASSISTANCE SERVICE

Mainline's z Operating System Upgrade Assistance Service is designed to review the configuration of a targeted z Operating System and identify specific steps to upgrade the environment efficiently and correctly. A Mainline consultant assesses the environment, develops a written Upgrade Plan, and collaborates with your personnel to execute the upgrade.

Business Value:

- Leverage Mainline technical experts with broad z/OS product expertise, implementation, and best practices knowledge.
- Reduces your staff's workload by aiding with planning, execution, and problem research as well as actual production rollout.
- Providing comprehensive documentation ensures that staff can resume post implementation support without any loss of continuity

DR ASSURE FOR z SERVICE

Mainline's DR Assure for z Service is a suite of offerings that ensures that our customers are well prepared for any Disaster Recovery (DR) need. The individually priced components cover: periodic validation of an existing DR process; creation of a net new DR process; migration to a new DR facility; and emergency assistance during a declared disaster.

Customer DR focus is frequently inconsistent due to the demands of day- -to-day responsibilities. DR Assure provides disciplined approach to ensure that recovery procedures, process, and personnel are all available when needed most.

Business Value:

- Provides a comprehensive, disciplined approach to a need that many times is ignored.
- Minimizes recovery staffing needs in the event of an actual emergency.
- Leverages Mainline's investment in development of recovery methodologies.

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Your Organization can engage Mainline onsite or remotely. Our remote support avoids travel and living expenses (Note: VPN access must be provided prior to the start of the engagement).

Business Value:

- Use the service as needed; a simple, flexible approach for your Organization to leverage expert Mainline knowledge and skills.
- Avoid financial commitment (you only pay for hours used).