



Integrated ServicePartners

Your Direct Connection to Experts for IBM Mainframe Software Support

What We Do

Our team provides senior level systems programmers for z/OS, z/VM, z/VSE, Linux for IBM Z, DB2, CICS, IMS DB/ DC, and MQSeries. Our staff has extensive years of providing technical support at various client levels. The software technical staff each have a minimum of 18 and up to 40 years of experience. This expertise allows our software techs to provide quick problem resolution for clients, offering greater flexibility, and significant cost savings.

Mainframe Software Support – MSS Standard

- ✔ Unlimited 24 x 7 x 365 Software Support calls
- ✔ IBM + ISV coverage
- ✔ Complete problem determination & ownership
- ✔ Q&A + best practices guidance
- ✔ Extension of your staff for assistance
- 💡 Free up your programmers from vendor hold times while ensuring issues are resolved quickly.

On-Demand Projects & Work Requests – MSS Plus

- ✔ All the perks of Standard with the comforts of locked in hourly project rates
- ✔ No prepaid hours - request only what you need
- ✔ Billed only for hours consumed
- ✔ Written estimates before work begins
- ✔ Expand anytime with a quick email request
- 💡 Flexible, cost-controlled project support without long-term commitments.

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Included w/ MSS	Mainframe Support Description
👍	24 x 7 x 365 Support for IBM and 3rd Party Software (Standard)
👍	PTF or Software Maintenance (for OEM or 3rd Party Software)
👍	15-30 Minute Response Time for Severity 1
👍	Planning Software/Hardware Upgrades
👍	Provide Answers to Research or "How to" Questions
👍	Take Problem Ownership thru Conclusion
👍	Problem Determination and Resolution
👍	z/OS, z/VM/z/VSE and zLinux Operating System Support
👍	CICS, DB2, IMS DB/DC, SMS, MQSeries Sub System Support
👍	3rd Party Software Support
👍	Disaster Recovery Support
👍	Remote Support
👍	System Assurance Participation
👍	Operator Technical Support
👍	Application Programmer Technical Support
👍	Database Access to All Problems or Incidents
👍	IOCP Modification or Upgrades
👍	CHIPID and Address Review

Stay Ahead with Expert Mainframe Support

Finding seasoned mainframe talent is tougher than ever. Instead of struggling to recruit specialists for z/OS, z/VM, z/VSE, Linux on Z, DB2, CICS, IMS, or MQ, rely on our team of proven experts. Whether you need short-term support or a long-term solution as your internal staff transitions, we've got you covered with:

- ✔ Expert level Staff Augmentation
- ✔ Fully Managed Services – Remote or hosted options
- ✔ Flexible Hosting Solutions
- ✔ Comprehensive Disaster Recovery (DR)