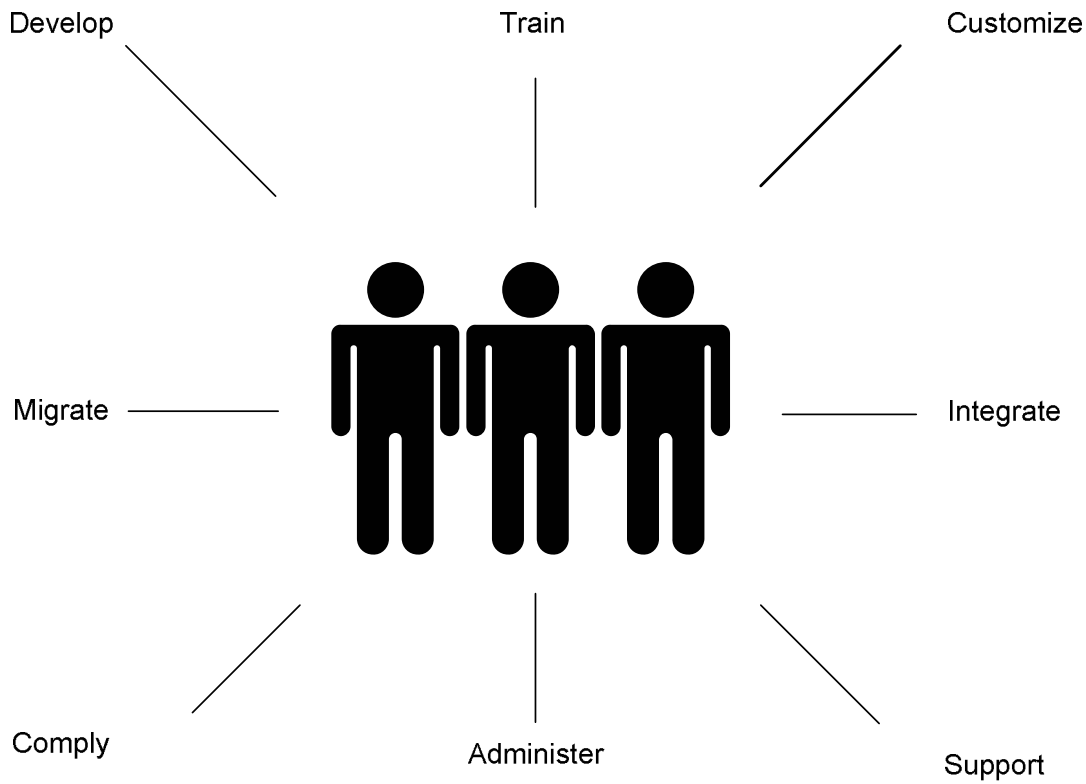


StreamFoundry's IBM System z™ Software Services

IBM Mainframe System Infrastructure and Application Software Services



Service Benefits

- 200+ Man Years of System z™ Infrastructure and Application Software Expertise
- A minimum of two resources on every engagement
- Engagements are sized properly and completed in a timely fashion
- Eliminate the big company overhead cost
- Speed to market
- Drive Process Discipline
- Minimize Service Disruptions
- Drive Automation
- Improve Quality of Service (QoS)
- Align business and IT objectives



Mainframes manage the majority of the world's data. When they are properly tuned, they deliver world-class scalability, availability, security and performance powering growth to organizations and speed to market. The challenge for enterprises is to ensure that the variables that power the Mainframe are constantly maintained and cost-effective. Capacity, storage, operating systems, performance, application upgrades, integrations make for a complex web that operations constantly have to weave.

StreamFoundry, Inc. (www.streamfoundry.com) (SFI) delivers System z™ system infrastructure and application software expertise. The IBM Business Partner adds value to Mainframe customers by:

- ⇒ Providing an independent third-party perspective
- ⇒ Offering 24 x 7, project specific on-site and/or remote support
- ⇒ Ensuring that the Mainframe software is current, customized, and operating properly

Our projects are affordable and accurate, which explains why all of our customers are repeat customers.

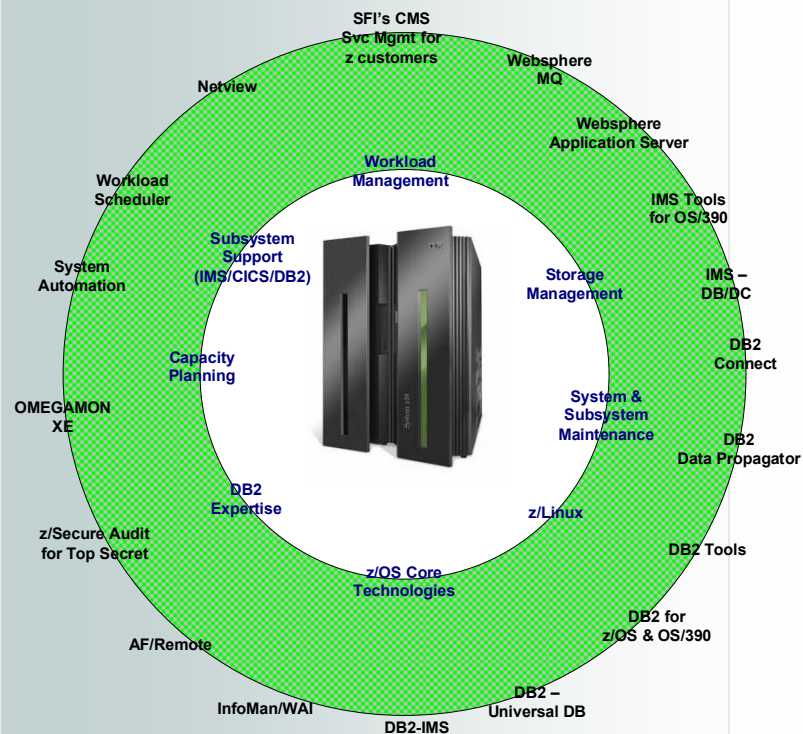
SFI engagements are broken into four categories:

- ⇒ OS (z/OS & z/Linux) support
- ⇒ System (Capacity, Storage, Upgrade Methodologies) support
- ⇒ Application support
- ⇒ Project Management support

Projects range from fixing known issues, delivering upgrades, implementing z/Linux, and proactively assessing the health of the environment. SFI extends this service capability into third-party applications installing, customizing, integrating and maintaining z-brands from IBM Tivoli, Websphere, CICS and DB2, and CA, BMC and Serena and SFI itself.

SFI developers and technicians have over 200 years of Mainframe services expertise at the likes of Citi,

American Express, IBM, Morgan Stanley, BellSouth, Target, Nissan, Northwest Airlines, and Home Depot among others, and have the knowledge and best-practice expertise to ensure that the enterprise is making the most of their IBM Mainframe investment.



SFI is a z-based services organization.

In the Systems space, SFI can analyze the environment horizontally across business silos with a special focus on:

Capacity Planning - If the enterprise has a tendency to throw more DASD at problems and events, if they are not making the most of their current resources, and have little understanding of the impact of adding new services, SFI can add value. SFI can interview key personnel, analyze systems and processes and provide a gap analysis based on the current status and future direction. SFI evaluates processor models, locations, and LPARS in understanding capacity utilization trends, peak periods, storage utilization, paging rates and system storage allocations among other things. The end-result might involve a process recommendation, a tool selection or even a CPU upgrade.

Workload Management - Effective Workload Manage-

ment can make a difference when it comes to adding more capacity or not. SFI's Workload Management assessment will evaluate resource intensive workloads and assess whether they are running to their potential, examine prioritization of all workloads and determine if some workloads are inhibiting others due to resource contention. The technical consultant will also evaluate batch jobs to determine if they are effectively categorized and if all batch windows are met. As a part of the evaluation, SFI will drill down into system configuration, services definitions, classification rules, periods, durations and goals. The take-away will be a streamlined systems environment that enables a Services-Oriented Architecture and an on-Demand business model.

Storage Management - Storage management is critical to the business in minimizing service disruptions, DASD usage and cost and improving availability and data integrity. Are your DASD volumes and data sets appropriately backed up, are data recovery procedures in place, is DASD properly allocated across systems? Is Sysplex data sharing (IMS, DB2, RACF, etc) active? SFI will address critical system and subsystem volumes for appropriate segregation. The technical consultant will also review the current SMS environment.

System & Subsystem Software Maintenance - This offering is about service methodologies and best practices. Are current software release levels in place? What is the right version/release level for you? What are your timelines to upgrade? How long are versions and releases maintained? What are your policies around preventative and corrective maintenance, and operating and subsystem maintenance? SFI will consider the above factors and recommend approaches to minimize service disruptions and unnecessary people costs and improve quality of service.

Subsystem Support - It's one thing to maintain systems yet it's another to ensure that they are running optimally. SFI will assess your IMS, DB2 and/or CICS environment in an effort to improve response time, utilization and availability. The technical consultant will look at subsystem

definitions (parms), started task WLM classifications, master/dependent regions, data sharing policies, back-up and transaction classing. The technical consultant can act as a full-time administrator and/or provide recommendations as to how the administrator can better run the sys-



The IBM Mainframe is at the core of business operations. SFI wants to maximize your Mainframe investment.

tems. This offering can focus on select sub-systems with the ability to drill down into any particular one. Is DB2 causing you heart-burn? SFI can focus.

In the OS area, SFI can drive cost reduction and improve availability and productivity.

z/Linux - 28% of Mainframe customers have a z/-Linux implementation with the number expected to grow to 50% in the next five years, according to Gartner. Enterprises are moving to z/Linux via z/VM and Integrated Facility for Linux (IFLs) processors to enable distributed workloads with the reliability, scalability and security of the System z™ and to drastically lower the cost of doing business on the Mainframe. Do you have the required in-house expertise to plan, design and implement z/Linux? A SFI z/Linux engagement would consider the current infrastructure and business needs, target workloads and business impact, IFL engines, and time frames to implementation.

z/OS Core Technologies - SFI can increase your availabil-

ity, system programmer productivity or outsource management of your core Mainframe environment altogether. The team has expertise addressing RACF, Sysplex/Parallel Sysplex, TSO, System and Subsystem problem determination, Assembler coding, SMF for Chargebacks, outage analysis and IPLs. SFI does its best work stabilizing environments and minimizing incidents and outages.

Application Support

SFI also delivers customized and integrated System z™ applications focused on Service Management, System Automation, Security and Monitoring. The team can most effectively plan, design, implement, maintain, train and modernize legacy applications, and IBM and non-IBM System z software solutions. Here are just a few of the solutions that SFI supports.

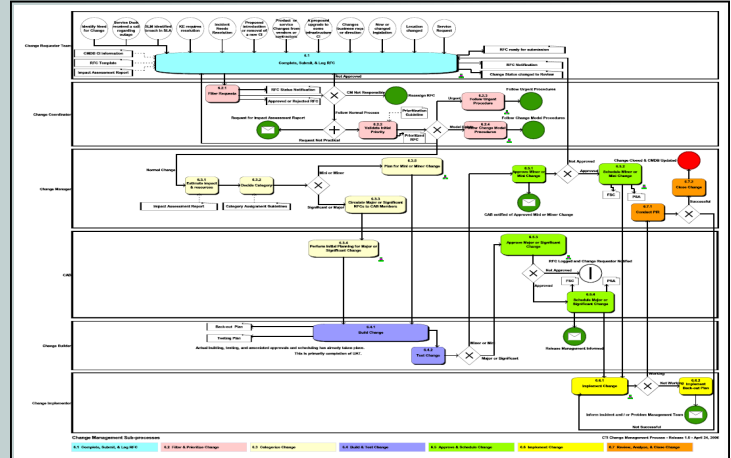
- ⇒ Tivoli Workload Scheduler
- ⇒ Tivoli Netview
- ⇒ Tivoli System Automation
- ⇒ Tivoli Application Dependency Discovery Manager
- ⇒ Tivoli OMEGAMON XE
- ⇒ Tivoli InfoMan/WAI
- ⇒ Tivoli z/Secure Audit for Top Secret
- ⇒ RACF
- ⇒ AF/Remote
- ⇒ CICS Transaction Server
- ⇒ DB2-IMS
- ⇒ DB2- Universal Database
- ⇒ DB2 for z/OS & OS/390
- ⇒ DB2 DataPropagator
- ⇒ DB2 Tools
- ⇒ DB2 Connect
- ⇒ IMS–DB/DC
- ⇒ IMS Tools for OS/390
- ⇒ Websphere Application Server
- ⇒ Websphere MQ

Project Management

SFI offers on-going project management support. Because the company has a great deal of Mainframe expertise, the project managers can help you plan and design project requirements, articulate them and ensure that the project has the appropriate resources and skills to get it done in a timely fashion. The benefit of having a third-party

manage a project is that SFI is not susceptible to office politics, can act as an independent arbiter to resolve issues, and stay focused on project objectives. SFI's success is dependent on meeting established targets.

The SFI differentiator



SFI's top-down approach sets out to understand the business, and designs processes to work within the existing infrastructure.

SFI is focused on the IBM Mainframe environment, and provides the experience, knowledge and success to properly size engagements at a reasonable cost and to deliver in a timely manner. Whether it is a project specific task or on-going 24 x 7 coverage, SFI can ensure that the IBM Mainframe System, OS, and Application environment is tuned, properly staffed, and effectively managing mission critical operations.

For more information on StreamFoundry's System z™ Software Services, send us an e-mail at inquiries@streamfoundry.com or call us at 866.615.0040.

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