infinity systems software

24/7 Systems Support

On-demand access to Infinity's highly skilled IT Specialists without the cost of a full time employee

As demands on IT organizations continue to grow, it becomes more difficult to hire, retain and keep current the skilled resources you need to achieve your objectives. Emerging technologies require advanced skills that you may not have or can't afford in-house. And, in today's 24/7 service environment, you can't afford not to have access to technical assistance around the clock.

Infinity Systems Software offers cost effective support options, tailor-made for each client's unique needs. Our 24/7 800# access and broad range of certified technical professionals lets you employ the skills you need, when you need them.

Infinity Systems Software's Customized 24/7 Systems Support Solutions

Infinity System Software works with each client to understand their support needs and recommend an option that's right for them. 24/7 Systems Support agreements provide a flat rate for a specified number of hours each month, making it easier for you to control costs.

Flexibility is inherent in our agreements. Clients access technical support 24/7 through our 800#, getting the help they need, whenever they need it.

Infinity Systems Software has a broad range of highly skilled technical resources on staff, ready to provide you with technical assistance, deploy to remediate an issue, or perform professional IT services for you.

Infinity's specialists have deep skills in hardware, system and application software and middleware, networking, and services.

INFINITY'S 24/7 SYSTEMS SUPPORT DELIVERS VALUE:

- On-demand access to highly skilled technical resources – what you need, when you need it
- Access to highly specialized, hard to find, or emerging technology skills
- Certified technical expertise from leading companies such as IBM, Cisco, Red Hat and SUSE
- Technical assistance and skills transfer for your team
- IT staff supplementation at a fraction of the cost

Many have technical certifications from leading technology companies such as IBM, Cisco, Red Hat and SUSE. Skills on emerging technologies are also available.

24/7 Systems Support hours can be used for skills transfer or to supplement your IT staff and can be provided for almost any environment. Our experience spans Mainframe, Unix, Linux and Windows servers and operating systems. Infinity's Specialists can be engaged to help with systems management, administrator support, performance tuning, or maintenance. We can also assist in your application architecture, outlining your upgrade path, or on a wide variety of projects.

As an IBM Premier Business Partner, we have deep expertise

optimizing the mainframe environment. Our IBM certified specialists can help you with any IBM middleware or operating system.

We can assist with operating system upgrades or installation, and can implement production, test, development, and QA systems. Our specialists are experts in partitioning, virtualization, systems integration, TCP/IP connectivity and on IBM appliances.

Infinity's networking expertise is certified through our partnership with Cisco and Brocade. The Infinity team includes Database Specialists on DB2, LUW, and Oracle. We also have talented resources proficient in supporting a wide array of ISV applications. And, we can provide skills transfer of best practices in areas such as IT Operations, managing multiple guests and startup and shutdown procedures.

Infinity Systems Software will work with you to determine the skills and estimated hours of support you will need based on your specific requirements.

Demonstrated Success

When a large industrial gases company lost their DB2 Database Administrator, they were faced with two challenges – immediate support for their system and finding a skilled technical resource willing to manage a 24/7/365 environment. They turned to their technology partner, Infinity Systems Software, for help.

Infinity worked with the client to tailor a 24/7 Support agreement that would provide the specialized skill at a fraction of the cost of an internal hire and off-hour support. They contracted Infinity for a specified number of DB2 Programmer hours per month to be used when and how they need it. Round the clock 800# access and a deep bench of highly skilled professionals, has given the client the DB2 resource they need to work with their team and the security of having a certified professional available anytime they need one.

Infinity's 800# support and in-house team of certified technical specialists provides clients with cost effective access to the skills they need, whenever they need them.

Infinity works with each client to tailor a 24/7 Support agreement that meets their unique needs, providing on-demand access to specialized IT skills.

Why Infinity Systems Software for 24x7 Support?

■ Long term success in augmenting our client's IT capabilities with Infinity skilled resources

■ 24/7 access to Infinity's in-house team of certified technical specialists, ready to assist your team or to deploy when needed

■ Expertise in architecting, implementing, and managing a broad range of technology environments

■ Deep technical skills in hardware, software, networking, and services

■ Ability to leverage partnerships with leading technology companies, such as IBM, Cisco, Red Hat and SUSE

■ Flexible contract terms tailored to your specific needs

■ An absolute commitment to the client relationship and your organization's success