

WEBSHERE QUICK REFERENCE CARD

Portal work with organisations who are concerned that their current support provision is not meeting the business's expectations and requirements. Our Websphere Engineers specialise in managing your system efficiently and effectively, enabling you to have a robust and reliable environment.

Our development consultants can support you in the following areas:

AD-HOC ENGINEERING	
Architectural and Design Services for Infrastructures and Interface Design	Installation, Migration and Upgrade Planning Support
Security integration with the full IBM Security Suite of Products	Expert Engineers Skilled on Unix (Linux, oAIX, Solaris) and Windows Environments
Designing your CMS with Bespoke Workflow	SLA Development

Our consultancy team are available to support you when needed* they can be utilised at any point during projects to support your business; they are an effective way of bringing extra knowledge, skills and support when needed.

We provide expert advice in solution planning, enhancement, analysis and integration when you need it most.

MANAGED SERVICES	
Service Desk Handling	Service Requests
Incident and Problem Workflows	Change Management
Access to IBM Qualified Administrators	From L1 – L4, or a mix to complement your team already in place

Our TIER3 WebSphere engineers have deep skills in trouble-shooting and problem resolution, and are proactive with recommendations and advice.

HOSTING AND MANAGEMENT

On-premise Management	IBM Softlayer
Cloud Services and Hybrid Systems	Network Integration Management
Configuration Review	Server Maintenance

We can provide around-the-clock active support of the key services with e-mail alerting and reporting.

24/7 SUPPORT

24/7 Emergency Cover	Technical Vendor Support
Escalations to IBM Handling PMR Process	EOL Environment Support
Log Analysis and Early Problem Discovery	Troubleshooting

With mobility high on many organisations agenda, the need to strike the correct balance of business and security needs is critical to continued success. Portal's consultancy has the knowledge and skills needed to guide you through the process. Providing you with a sounding board for technology to utilise, the key requirements and considerations needed to support both native and hybrid solutions.

TO FIND OUT MORE, SIMPLY GET IN TOUCH WITH THE TEAM ON:

+44 (0)1344 386 000

ON:

HELLO@CHOOSEPORTAL.COM

**Monday to Friday, 08:00 – 18:00 (Excluding weekend and UK public holidays)*

portal.



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