

Solution Brief

IBM i Remote Managed Services

Organizations in every industry around the globe benefit from Fresche's 24x7 remote managed services. No matter where your IBM i systems run, on-premise, in the cloud or mixed, our admins and engineers provide unparalleled technical support services for IBM i (AS/400, iSeries) and accompanying systems including AIX, Linux & x86. Our flexible, scalable service models help you reduce costs, ride the waves of compliance, and ensure your environment is managed securely and efficiently - giving your team time to recharge while ensuring the continued operation of your systems. With us taking care of the details, you're free to focus on what matters most - your business.

Offloading IBM i Environment Management: The Solution to Talent Shortage and Overburdened IT Staff

Managing IBM i environments requires a specific set of skills that can be hard to come by, leaving IT departments struggling to keep up with growing infrastructures, data volumes and business demands. Tedious maintenance and repetitive tasks add to the burden on already overtaxed staff, leaving little time for strategic initiatives that drive growth or deliver efficiencies.

Fresche IBM i Remote Managed Services Provides:

- ✓ 24x7x365 system and performance monitoring
- ✓ Proactive services for backup, configuration & OS management
- ✓ Your environment managed by IBM i & Full Stack experts
- ✓ Managed Services tailored to your workload (Prod, Dev, Test, ...)
- ✓ A flexible service starting at \$595/month that scales with you

Expert Resources for Effective Monitoring: Our team will proactively monitor your environment to identify issues quickly, speed time to resolution, and in many cases address issues before they impact your operation.

Reduce Expenses: Hiring top-tier IT professionals can be costly, especially if certain areas of expertise don't require a full-time employee year-round. With Fresche, you can access necessary talent without the hassle of recruitment and retention, all while saving you money.

Protect Your Business and Prioritize Strategic IT Initiatives

In today's ever-changing threat landscape, it's essential to mitigate risks and stay compliant. Our team will help you navigate these challenges, ensuring ongoing security and regulatory compliance. Technology can also unlock endless possibilities for growth, automation, and AI integration. By partnering with Fresche, you can streamline tasks and redirect internal IT resources towards driving innovation and propelling your business towards success.

“ We rely on Fresche 100% and have migrated everything over to them. We no longer need to worry about the latest updates, hardware, fixes, etc. Fresche takes care of everything. They are great!”

Global Supplier of Manufacturing Technology & Services

“ Hands down some of the best people I have ever worked with. From the first-time meeting the Fresche team they have been nothing but professional and very helpful.”

Large Global Running Shoe Manufacturer

Flexible Infrastructure Support Services

The table below outlines some of the services included in our Remote Managed Services offering. Fresche also provides a full line of Managed Services to fit any price point and any requirement, from fixed offerings with a fixed scope, to a fully hosted Managed Services engagement. And, if you need assistance with your home-grown RPG, COBOL or ERP applications, our team can help you there as well.

What's Included with Remote Managed Services:

Monitor customer defined application messages and escalate

Monitor for customer defined thresholds for job queues and escalate

Assist with RCA issues

Backup & configuration management

Process save/restore requests submitted by authorized personnel

OS upgrades & Install PTFs

Investigate backup failures and work with customer to resolve

Senior advisors available as needed / Strategy & Strategic Business Review

Manage any user profiles as required

Maintain OS related jobs and subsystems with proper authority granted

Source and object promotion to production, utilizing customer change management solution

Provide reports or documentation to support customer audit activity

An annual report of backup configuration will be generated

Keep documentation and escalation up to date with customer provided information

Maintain LPAR network config (DNS, Hostname, Host table, etc)

Message monitoring within security and audit journals. Advanced security offering exists

Assist customer with OS related issues relative to performance

Create and maintain descriptors for system related devices following change control

Provide updates, monitoring and management for customer batch job schedule via change control

Apply customer supplied digital certificates upon request

Monitor for print writer failures and restart

An annual report will be generated for monitored items including thresholds

Assist customer with customer profile administration per change control process

Add On Services: Many other services available for application and database modernization, security, cloud migration, and application and ERP development and support services

About Fresche

Fresche is the world's leading provider of IBM i (AS/400) solutions, offering modernization, development, cloud, and managed services to thousands of companies worldwide. Our automated tooling combined with industry experts allows us to deliver innovative solutions, transforming your business and IT. We bring fresh ideas and advanced technologies to the table, helping you leverage digital solutions such as web, mobile, and cloud to decrease time to market, reduce risk and cost, and make modernization accessible to every IBM i client. Partner with us to unleash the potential of your IT assets and drive growth.

Want to learn more?

Speak with one of our experts by reaching out to us by email: info@freschesolutions.com