

REMOTE MANAGED SERVICES FOR IBM POWER

24x7 monitoring and management for optimal performance, reliability, and security of IBM Power Systems.

If you are like most organizations, you run your mission-critical applications on IBM Power Systems that deliver exceptional performance, reliability, and security. Once they are configured, they keep running with minimal downtime.

The challenge can be finding skilled technical personnel to help you keep these systems up to date and running at peak levels. A lot of businesses rely on a single resource to maintain their IBM Power Systems. This can pose business risks if that resource is not available or retires.

We have been managing IBM Power Systems running IBM i, AIX, and Linux for 30+ years. In the process, we developed Maximize, which became one of the most advanced IBM i management systems in the industry. Our solution experts will ensure your systems continue to run optimally so you can focus on your core business.

Key Benefits of our Remote Managed Services for IBM Power Systems

Managed by Experts

Delivered from multiple secure US data centers, we offer tiered availability options - from alternate data center backups to a fully managed High Availability (HA) service - to ensure your application uptime meets your business needs.

IBM Power, Covered

We support IBM Power Systems running IBM i, AIX, and Linux. From system procurement and capacity upgrades to cloud-based services for backup, disaster recovery, and infrastructure-as-a service (IaaS), we keep your infrastructure running while you focus on your business.

Customized Support

Support is tailored to meet your specific needs. We offer IBM Power Systems technical service desk, after-hours monitoring, vacation or out-of-office support, and fully managed 24x7 support. Pick the service levels you need.

IBM Endorsed

IBM chose us to be a solution provider of choice for managing their clients' IBM Power Systems. We have jointly developed processes and procedures with IBM to extend first-class support to all of our clients. IBM also white-labels our cloud-based IBM i DRaaS.

24x7 US-Based Support

Our technicians and network operations center (NOC) is located in Chattanooga, Tennessee. You work with 100% US-based IBM Power Systems experts with extensive experience. We employ the proactive intelligence of our management platforms to help you avoid problems before they affect your production environment.

Solutions built on 30+ years practical experience

Tectrade (previously APSU) pioneered the AS/400 cloud industry by deploying the first of its kind in the UK approximately 30 years ago. Since then, it has transitioned to the US and was chosen by IBM as the exclusive white-label provider of DRaaS for IBM North American Resiliency Services customers.

We originally developed the Maximize platform, a technology developed and perfected over decades of service. This platform enabled 2000+ successful role swaps and a 100% disaster recovery success rate.

All of our 24x7 support personnel are onshore, physically located in our network operations center (NOC) in Chattanooga, Tennessee.

Featured Service for IBM i, AIX or Linux on Power Systems



Why Remote Managed Services for IBM Power?

- Fully managed service, up to the OS, on client-provided equipment that can be located at our clients' sites or within our hosted environment
- 24x7 monitoring and management
- Break-fix, patching, proactive performance management
- Managed backup services
- Proactive intelligence, avoiding problems before affecting production
- Managed by US-based technical support and network operations center (NOC)
- Industry-leading SLAs

Other Services Available

Managed Cloud on IBM Power Systems

Our managed production cloud allows you to focus on your core business while we keep your infrastructure running. Based on IBM Power Systems, our cloud can safely handle the most demanding business-critical workloads, delivered from data centers in the US. Our systems are kept up to date and running at optimal performance with leading monitoring and management tools.

High Availability (HA) and Disaster Recovery as a Service (DRaaS)

Mission-critical applications run on IBM Power Systems. That is why we offer high availability (HA) and DR for your IBM i, AIX, and Linux on Power servers. We provide you with failover and recovery systems in our Managed Cloud on IBM Power Systems. We deliver the most aggressive SLAs in the industry with recovery point objective (RPO) near 0 and recovery time objective (RTO) of 2 to 4 hours.

IBM-Endorsed Solution Provider

Tectrade is a trusted provider of Cloud and Managed Services solutions for IBM as well as data center operators, technology distributors, and IBM Business Partners that make up our partner channel. Our team includes over 35 IBM-accredited experts available to support your business goals. As an IBM Platinum Business Partner and member of the IBM Global Advisory Council, together we collaborate on the future strategy of the IBM Power Systems platform.

Customer Testimonial

"Tectrade provides iSeries and Power Systems services including 24x7 systems management, support, and configuration of our high-availability environments, out-of-hours Service Desk, and dedicated on-site consultancy. They have always been flexible to satisfy our requirements and meet our demanding standards. In my opinion, if a company is looking to outsource management of their iSeries/Power Systems, Tectrade should be a serious contender."

**IT Operations Manager
Services Industry**

Platinum
Business
Partner



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