

# MAINFRAME MANAGED SERVICES

GLOBAL  
TECHNOLOGY  
SOLUTIONS  
GROUP

MAINFRAME  
MANAGED SERVICES



# MAINFRAME WILL BE A KEY BUSINESS ASSET OVER THE NEXT DECADE.

## GTSG AT A GLANCE

Global Technology Solutions Group is a privately held, full life cycle, data center services firm, recognized by the CRN Service Provider 500, with a 27 year track record, founded on the mainframe. Mainframe staffing solutions in staff augmentation, project based services, and operational support: both jointly owned with the client, and outcome-based and owned by GTSG.

## MAINFRAME SUPPORT SERVICES

### MANAGED SERVICES

Multi-platform including DB & MW  
Service-level based or FTE-based  
Architecture, administration, programming, systems management  
Remote or Onsite

### PROJECT BASED SERVICES

Platform upgrades  
Workload migrations  
Implementation services  
Consulting and Assessment (performance, DR, HA....)  
Project Management

## DATA CENTER STRATEGY AND MIGRATION

### STRATEGIC APPROACH

Business case development  
Transition planning  
Technical modeling  
Non-disruptive execution

### APPLICATION ANALYSIS METHODOLOGY AND TOOLS

Decomposition  
Affinities  
Wave planning

### PROJECT LEADERSHIP

### IMPLEMENTATION SUBJECT MATTER EXPERTISE

# GLOBAL TECHNOLOGY SOLUTIONS GROUP

## MAINFRAME MANAGED SERVICES

### INFRASTRUCTURE TRANSFORMATION

TRANSITION SERVICES  
Disaster Recovery Design  
and Implementation

High Availability Design  
and Implementation

Insourcing/Outsourcing  
Knowledge transfer and  
interim support  
Application migration  
Service management design

Application Assessment  
and Deployment  
Reference Architecture  
Infrastructure Alternatives/  
Recommendations  
Implementation/Migration

### INFRASTRUCTURE OPTIMIZATION

Architecture Assessment and Design  
Server Virtualization/Consolidation  
Standardization/Automation

Application Decomposition  
Application Redesign  
and Remediation

Performance Management  
and Tuning

Latency Analysis  
and Consulting

Storage Optimization  
Data life-cycle  
management Tiering

### FLEXIBLE DELIVERY MODELS

STAFF AUGMENTATION  
GTSG provides highly-skilled  
consultants, systems  
programmers, etc.

PROJECT-BASED SERVICES  
GTSG jointly develops a project  
plan led by GTSG PM with  
committed milestones and  
objectives for upgrades,  
implementations, migrations.

COLLABORATIVE SUPPORT MODEL  
Client and GTSG jointly own  
outcomes, governance and  
service management.

MANAGED SERVICES  
Complete service-level based  
support; client and GTSG establish  
governance model based on  
agreed-to metrics; fixed price for  
defined scope.



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**MAINFRAME PLATFORM  
SUPPORT**

z/OS installation, upgrades,  
maintenance

Broad ISV support

Configuration management

System Modification



**DBMS/ DBA  
SUPPORT**

IMS/DB2 Installation,  
upgrades, migrations

Data sharing

ISV, custom configuration,  
user exits, custom coding

DBA support



**OPERATIONAL  
SUPPORT**

Automate OS alerts and  
customized triggers/responses

Control System Operations

Advanced REXX Scripting

Error Message Handling



**CICS / WEBSHERE  
SUPPORT**

Installation & upgrades

Resource management

Related ISV installation,  
upgrades, exploitation

External interface management  
(MQ, Web Connectors, etc.)



**PERFORMANCE AND  
CAPACITY MANAGEMENT**

Performance Management

Workload Management

Capacity Management

System & Application MIPS  
reduction through tuning



**DISASTER RECOVERY &  
HIGH AVAILABILITY**

Storage Replication – XRC,  
PPRC, GDPS

Local replication (TDMF,  
other\software-based)

High Availability Assessment,  
Design, Plan & Implement