



Introducing GTSG Mainframe Concierge Services

If you've ever asked:

- "How do I customize this product for this function?"
- "How do I get this product to perform as I expected? How do I optimize this software?"
- "Am I the only one who has this issue?"
- "Can I get someone to do this repetitive, yet technical, task for me – I don't have the bandwidth (or skills), and I have bigger issues?"
- "Can I get some help without spending a fortune- and just where I need it?"

...you're in the right place.

GTSG Mainframe Concierge Services are designed to provide you with "*a la carte*" access to mainframe subject matter expertise.

- **Problem Determination and Resolution**
 - IBM/ISV Support Liaison
 - Work with IBM/ISV to resolve issues
 - Step in where you feel you need stronger skills on your side
- **Custom Programming/Coding:** most often Assembler; other language support as well
- **Systems Programming/DBA on Demand:** routine duties, upgrades, performance
- **Scoping Services:** particularly helpful when you have a larger project and want some assessment of size/scope/complexity/etc.
- **Advisory services:** working with other vendors, RFPs, RFIs, etc.
- **Participating in interviews** of potential staff additions

It couldn't be simpler to start:

1. Select a bucket of hours for our planning purposes. (You'll only be billed for what you use.)
2. Review and sign our simple statement of work, which governs who can invoke services on your side.
3. Provide us with the system access we need for the role you want us to play.
4. You'll get an email address for Tech Q&A, Work Order, etc., and 1-800 telephone for immediate issues.

Interested? Call (877) 467-9885 or write us at mainframe@gtsg.com.