GEMKO

INFORMATION SYSTEMS SPECIALISTS

OUR EXPERTISE

GEMKO Information Group is a certified IBM Business Partner who has been committed to the midrange platform since the AS/400's inception in 1988.

CONTACT US

If you're interested in learning more about how GEMKO's expertise can provide value to your organization, contact us!

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IBM i
MANAGED SERVICES

helping I.T. departments get down to business

iCARE MANAGED SERVICES

GEMKO's iCare Managed Services is a one of a kind encompassing support plan that provides a comprehensive bundle of services to protect your IBM Power Systems investments. iCare is a proactive approach to managing and supporting your IBM i (AS400) infrastructure with Subject Matter Experts (SME's). The iCare support plan transfers IBM i management burdens and responsibilities to experienced GEMKO resources, freeing up your I.T. staff from having to complete tasks they are less experienced with and up-to-date on. iCare is the ideal solution for businesses that do not have an I.T. staff because it provides the skilled resources required to manage your IBM i infrastructure/environment. The iCare bundle of services are focused on and dedicated to minimizing IBM i environment disruptions and limitations by:

- Extending your support resources
- Ensuring the completion of important tasks that are consistently delayed or never completed
- Managing workload impact to the IBM i
- Fostering collaboration/planning between I.T. and Management
- Disciplining the review of critical/important IBM i metrics and events
- Taking a proactive approached opposed to being reactive

BUSINESS MODIFICATION

On request, the base iCare Managed Services plan can be modified (tailored) to best fit your unique business needs.

iCARE BENEFITS

- Feeling confident that your IBM i (AS400) assets & investments are being looked after and maintained through scheduled wellness/housekeeping visits, planned upgrades, and performance management.
- Ability to leverage consultants and subject matter experts to help you discuss and plan your I.T. strategies.
- Increasing your business continuity and strengthening your support resources through help desk and I.T. staff planning.

WHO SHOULD USE iCARE

Companies using IBM i (AS400) based solutions such as Infor Products, JD Edwards, SAP and many others.

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iCARE BASE SERVICES INCLUDE:

- Help Desk Support
- IBM i Release Upgrade
- Wellness Visits
- System i Housekeeping
- New Power Server Migration
- IBM i Performance Management
- Strategic I.T. Planning
- IBM Contract/Subscription Management
- Preferred GEMKO Service Rates
- Database Performance (index) Advisory
- Disaster Recovery Planning
- IBM i Security Advisory
- I.T. Staff Planning

iCARE ASSISTS WITH:

- Day-to-day Issues
- Periodic Activities
- Education/Skill Building
- Business Continuity Protection
- Long-term Strategic Planning
- Better Utilization of your I.T. Investments

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