

Success through collaboration

Easing the path to cloud for your web applications

Highlights

- Features services designed for your ecommerce and middleware applications
 - Provides broad expertise on leading technology
 - Lets your business engage senior technology leaders as trusted advisors
 - Offers quality delivery via integration with IBM Managed Applications
 - Helps reduce time to market and increase operational efficiency
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Cloud challenges

Traditional applications can pose a challenge, whether you are just beginning your cloud journey or many of your operations are already there. For your in-house applications to run seamlessly in the cloud, they must be optimized, which for many organizations means overcoming knowledge, skills and resource challenges. Without in-house expertise, where do you begin?

Your go-to team for ecommerce and middleware expertise

IBM Services for Managed Applications Professional Services specialize in working with our clients' teams to identify business needs, marry them with the right technology and best practices to realize value for clients in both short and long-term engagements.

We offer resources and know-how tailored to your specific needs and budget. Perhaps your business could benefit from a specialized ecommerce application that could help make you more competitive. We can build that for you. Is the application you've been relying on for years aging, affecting productivity and possibly revenue? We can assist with migration to new application features.

The IBM Services for Managed Applications Professional Services team is a diverse group of IT experts who are available for custom consulting and enterprise solution development as a value added layer of your IBM Cloud solution.

We are willing to work with you in a phased approach that is in line with your budget, and can support ongoing enhancements for as long as you need us. The benefits offered by our in-depth, customized service are why many clients continue to rely on us for upwards of 15 years.

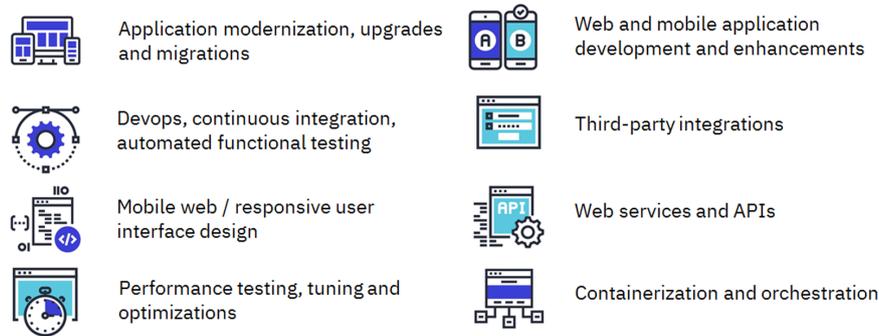


Figure 1: Our full suite of consulting and application services solutions and capabilities.

Winning with Professional Services

The IBM Services for Managed Applications Professional Services team consists of project managers, analysts, developers, engineers and architects who use a proven, highly consultative approach based on our industry expertise and breadth of knowledge across ecommerce, middleware and content management applications.

We have deep experience with most major industry-standard ecommerce and middleware platforms, and can engage with you on installation, enhancement and optimization of your organization's systems:

● Adobe AEM ● Drupal ● Kentico ● Open Source Java ● .Net ● Mobile ● Containers (Docker) ● Apache / Tomcat ● Linux

Custom solutions

From managed middleware implementations to truly custom application design and development, our tight-knit integration with your cloud environment allows for rapid engagement, design realization and process-controlled deployment of your company's ecommerce solution. Our key focus has always been individualized support based on each client's specific needs.

For example, when a **high-end retailer** needed to grow their customer credit card rewards member base, the Professional Services team delivered a responsive multi-channel acquisition solution that identifies customers that would have been overlooked. This accelerated the retailer's new card portfolio growth and helped boost adoption rates.

For a **large North American bank**, the Professional Services team designed and developed over two dozen exclusive Java web applications and services that support millions of customers. The team continues to provide ongoing support and enhancements as needed. Tight integration between the Professional Services team and the bank's data centers allows constant collaboration.

A **large manufacturer** needed assistance with the creation and support of its consumer ecommerce sites, administrative sites and reporting. The Professional Services team stepped in to design, build and deliver multiple custom sites and a reporting application. The manufacturer continues to work with the team when enhancements and updates are needed.

A **North American tire manufacturer** needed to improve the tracking of warranty claims. The Professional Services team designed a custom application and warranty claim care application and tool. The efficient, user-friendly application has improved customer satisfaction thanks to a greatly reduced timeframe for payment of warranty claims.

Standardized offerings

We are also building and launching a series of standardized offerings that provide simplified access to our services and can be a great starting point to working with us:

- **Application assessment** will pinpoint the tasks required to get your application cloud-ready, helping you address the challenges in advance.
- **Service block of hours** provides you with the expertise you need, on demand, helping you enhance the functionality of your installed applications with an in-house skill set.

Why IBM?

IBM Services for Managed Applications Professional Services can help you envision, design, build, transform and innovate through consulting, technology and outsourcing services. With more than 20 years of experience, we help our clients minimize uncertainty as they move to cloud. Our teams of managed services experts are tightly integrated, ensuring familiarity with your environment and expertly coordinated management and enhancement of your systems. We can empower you with cloud-centric technology, implementation or decision making, at any point in your cloud journey.

For more information

To learn more about IBM Services for Managed Applications Professional Services, contact your IBM Services for Managed Applications representative.

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