

IBM On Demand Consulting for Hybrid Cloud XaaS Solutions

An innovative approach to help ensure your successful Hybrid Cloud journey

Business Drivers

Why On Demand Consulting?

On Demand Consulting for XaaS solutions gives your team a new way to work with IBM. Having just-in-time access to a team rich in technical expertise during critical junctures in your Hybrid Cloud journey helps your team mitigate risk and accelerate solution deployments.

- **Gain access to expert resources:** Do we have the required deep expertise internally to complete the project on time?
- **Support for solution stack:** How can we get access to multi-skilled resources to support our solution stack using multiple Hybrid Cloud products?
- **Migrating the workload to Cloud:** Can we get help to migrate our workload to cloud to help reduce cost and increase agility?
- **Focus on business goals:** Can we focus on business outcomes instead of focusing on infrastructure projects and problems?
- **Potential performance gains:** What are my current performance bottlenecks? Is it due to solution, system, or infrastructure?
- **Level of development activity:** How many applications do we have in development today? How many will we have in the next 6-12 months?

Offering Benefits

Potential benefits to the business:

- Leverage this innovative On Demand delivery model for a cost-effective way to scale your team's impact without compromising quality
- Reduce cost and increase productivity through a remote delivery model
- Get direct access to IBM's deepest Hybrid Cloud experts when you need it most.
- Get fast access to assistance without having to initiate a new project
- Avoid late deployments, reduce project risk and eliminate the inefficiencies of learning by trial and error
- Eliminate application downtime and achieve desired business results
- Work closely with IBM Product Engineering team
- Mitigate risk and achieve faster time to market
- Obtain a plan that can be immediately implemented by your team
- Expedite a timely project completion through dedicated project management
- Share IBM's best practices and methodologies across your team
- Cultivate your team's skills while rapidly adding delivery capacity, helping to effectively mitigate risk to successful and innovative delivery

Key Deliverables

This offering is designed to deliver:

- **Direct Access to IBM experts:** Get direct access to IBM's Hybrid Cloud experts' deep technical expertise on your platform, product, solution, and methodology when you need it most
- **Access to Client Success Portal:** 24 hour access for up to 25 named contacts through a client success portal to get assistance from our Hybrid Cloud experts
- **Unlimited Q&A and implementation assistance:** On topics pertaining to solution implementation, platform architecture, design and operational readiness activities related to Hybrid Cloud XaaS products
- ***Flexible consulting hours:** Consulting in the form of application code review, directly accessing a customer's system and helping with deployments, creating document deliverables, implementing solution code, or otherwise modifying solution code - constitutes consulting work on mutually agreed upon deliverables
- ***Access to Solution Accelerators and assets:** Access to solution accelerators, Knowledge Library articles and other assets through self-service customer success portal.
- **Dedicated Client Success Leader:** Weekly status call with an IBM Client success leader to review current projects and assistance required for forth coming projects

** Only available with Enterprise level*

Duration: 1 month or multiples of 1 month

For more information about IBM Cloud Professional Services offerings, contact your IBM Account Manager, Services Sales Representative, visit ibm.biz/cloudprofessionalservices, or email your inquiry to ibmcte@us.ibm.com.

For more information about IBM Bluemix Garage, visit ibm.biz/IBMBluemixGarageMethod.