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Delivering Solutions
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iSOA Group On Demand Services

iSOA Group, Your IBM Middleware Expert Advisors On-Call

Congratulations on your successful installation of IBM System Middleware. Whether you have implemented MQ and IBM Integration Bus (IIB), IBM DataPower Gateway or WebSphere Application server no two installations are the same.

At iSOA Group we know first-hand how challenging it can be to master the software as well as your unique environment as we have been building and deploying 100's of custom solutions for IBM clients for the past 19 years. I'm sure you'll agree that the peace of mind of having a secure, robust, and versatile messaging and ESB implementing your client and business transactions is well worth the effort and investment.

So what's next with Integration and your I/T enterprise?

- Are you staying up to date with new software and firmware release levels and features?
- Are you retaining and retraining your staff's expertise for the next I/T project?
- Are you leveraging all the capabilities of the IBM Solutions for your company?
- Are you implementing best practices for deployment, management and customization?
- Are you investing in expanding to support API's, Mobile, and IOT Integration?

If you answered **NO** to any of the above, please read on, iSOA Group has an offer and a solution to help you!

iSOA Group is announcing our On Demand, "Expert On-Call" Consulting services for IBM Systems Middleware

Would you like to confer with an IBM Systems Middleware expert without a scheduled appointment? or without a detailed scope of work in a contract? Are you just looking for quick and simple answers to highly technical questions regarding MQ & IIB usage and implementation? DataPower Firmware Releases and Upgrades? WebSphere Performance issues? Have a what if, or how do others leverage your software for a new use case?

We find our clients experience becomes void of necessary technical expertise in between I/T development projects. In part this is due to the ultra-high reliability and low maintenance of IBM Systems and Middleware once deployed for a particular purpose into Production.



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iSOA Group On Demand Services

iSOA Group is pleased to offer you our On-Demand Services. We believe this offering will serve to fulfill a “comfort zone” and close a gap in your on-staff IBM Systems Middleware skills and expertise. The purpose of this offering is to allow you unscheduled, informal, technical "how-to" advice and collaboration with our expert consultants, **conducted in a non-time-critical context**. We offer these services via a simple Time and Material contract that you establish with us one time. You may cancel it without penalty with one month notice during the delivery term. Once under contract, the consulting engagement process is simple; you write us an email describing your “how to” question(s) or situation and our expert will reply with an email, or phone call if necessary, within 24 business hours. We can also include periodic scheduled telecons at your discretion, for 30 to 60 minutes, with our experts once or twice a month, whatever is your preference; this way you may queue up questions to engage in a mini architecture/technical discussion during the telecon, which our clients find is very effective. We prefer to retain on file, for our consultant’s reference during times of correspondence or conference with you, material that you provide us one time describing your infrastructure, development process, deployment process, deployed solutions, and project architectures and plans. That’s it! It is that simple!

iSOA IBM Systems Middleware expertise, specific to your infrastructure, your project, your situation, On-Call when you need it. On Demand Consulting Services from your trusted advisors, iSOA Group.

Our contract terms are Time and Material, including a 4 hour per month minimum charge, thus this is structured to fit within most software maintenance budgets. Contract durations are in increments of 6 months.

For more information, contract terms and conditions, please contact Chery Bertini at:

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Note: This offering is not a substitute for separately purchased IBM Systems Middleware product defect support (S&S, Passport Support) as provided from IBM. In those cases where you have urgent time-critical context and needs, or where you suspect a defect, then you should continue to use your standard IBM product support channel to which you are entitled through separate agreement and contract with IBM.