

# Managed Resilience Services

## for Vision High Availability and Enforceive Security Solutions for IBM i

## Rest Assured with Ultimate Protection for Mission-Critical Applications and Data

Rock-solid business resilience requires a multi-layered strategy that combines best-in-class security and high availability/disaster recovery (HA/DR) software with regular, expert management of these solutions. However, many organizations purchase HA/DR and security with the intent of handling management in-house but quickly realize this may not be the best approach for a variety of reasons, from limited IT staff to lack of requisite expertise.

Vision Solutions Managed Resilience Services offer a valuable alternative, protecting your mission-critical IBM i data with the highest levels of availability and security expertise while relieving the management burden on your staff. Let our team of seasoned experts handle all monitoring, optimization, software updates and testing of your MIMIX/iTERA high availability and Enforceive security solutions so you can have peace of mind and your staff can focus on other IT priorities. Choose our Managed HA/DR Services to maximize your company's uptime or choose our Managed Security Services to protect against security threats—or choose both for maximum protection at an especially competitive cost.

### Key Benefits

- Rest easy knowing our experts are regularly monitoring, optimizing, updating and testing your critical availability and security systems
- Minimize the risk of incurring extended downtime, a security breach, or a compliance violation
- Free up your IT staff to focus on more important projects
- Choose from a full range of managed services options that cover everything from periodic checkups to 24/7/365 monitoring
- Stay up to date on new software versions while benefitting from the latest availability and security features
- Budget our affordable managed services as an operational expense
- Fill skillset gaps, address short term needs or choose year-round coverage
- Receive timely, clear, professionally-formatted status reports that satisfy the needs of auditors, IT managers and executives
- Enjoy discounted rates when you bundle Managed HR/DR Services and Managed Security Services

## Managed HA/DR Services

Levels of services range from regular audits that assess the health of your HA/DR environment to end-to-end management of configurations, product updates and role swap tests.

Choose the level of managed availability services that's right for your business:

- **Bronze Level** - We check the health of your HA/DR environment weekly and provide a report on our findings.
- **Silver Level** - We perform health checks each business day, audit sync status, implement basic error correction and provide weekly status reports.
- **Gold Level** - Receive all of the Silver Level services plus we install all service packs and version upgrades as they become available, and manage all configuration settings. Includes an annual audit of your HA/DR environment.
- **Platinum Level** - Receive all of the Gold Level services plus a role-swap readiness review and annual role-swap test.
- **System i Optimize** - Provides daily management of your IBM i environment using our iOptimize product.

## Managed Security Services

Levels of services range from daily reviews of security activity and settings to configuration management, product updates, security risk assessments, and intrusion detection.

Choose the level of managed security services that's right for your business:

- **Bronze Level** - We check your security environment each business day and provide a monthly report on the health of your security settings.
- **Silver Level** – We check your security environment each business day, make approved security configuration adjustments as needed, and provide a weekly status report.
- **Gold Level** – Receive all of the Silver Level services plus we install all Enforcive software hot fixes, PTFs and version upgrades as they become available.
- **Platinum Level** - Receive all of the Gold Level services plus daily intrusion detection monitoring and auditor assistance services (SecurityAuditorAssist).

***All levels of Managed Security Services include an annual security risk assessment.***

## Additional services can be added to any managed service package

- **24-Hour Monitoring** – Around-the-clock response to errors and other alerts
- **365-Day Monitoring** – Expands monitoring from standard business days to every day of the year.
- **Enhanced Reporting** – Expanded weekly report with additional metrics (Silver, Gold and Platinum levels only)
- **And Other Services** – Inquire for details



For more information: [visionsolutions.com](http://visionsolutions.com)  
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