

Bluebird Assure

Having worked with the IBM Sterling B2B and MFT portfolio since 1989, Bluebird has developed a unique set of skills and capabilities to help our clients make the most of their IBM Sterling investments.

Working with our clients and listening to their challenges around resourcing for their IBM Sterling estate, and finding the right calibre of individual that can handle any technical problem that may arise, Bluebird created our Sterling support service – **Bluebird Assure**.

With Bluebird Assure, we understand the importance of our client's Sterling environments, so we include a contractual SLA to ensure problems are resolved quickly and with as little impact to your business as possible. We offer a free discovery workshop to help us to fully understand your environment, and the complexities behind it. Our client's priorities matter to us.

You will be allocated a Bluebird Support Account Manager (SAM) that will manage all support engagements. This dedicated SAM is responsible for tracking and processing any tickets submitted by your organisation. Our experience has shown this to reduce the time taken to close tickets, and allows you to avoid costs associated with system downtime, missed transfers and possible regulatory infringements.

The Team

Bluebird's Sterling team has decades of experience working across multiple industries, and have developed a diverse set of skills across the whole IBM Sterling B2B and MFT portfolio. There will always be someone to help resolve any of your technical problems.

As your organisation and Bluebird start working closer together, our team will develop a good knowledge of your IBM Sterling environment, and be able to make suggestions and improvements based on our working knowledge of the Sterling portfolio.

What is Included in Bluebird Assure?

- Problem Diagnosis
- Discovery Workshop
- Problem Resolution
- Dedicated Support Account Manager
- SLA Response Time
- Proactive Maintenance
- Regular contact between Bluebird and Client
- Support for the whole Sterling environment
- Bluebird can log support calls with IBM on your behalf

Bluebird Assure



Why should you choose Bluebird Assure?

- Dedicated Sterling technical specialists available
- Lack of availability of skilled full-time Sterling technical professionals
 - High cost of skilled Sterling technical professionals
- Lack of in-house knowledge of IBM Sterling
 - It takes a long time to train people to a competent level with IBM Sterling
- Bluebird are aware of all the latest fix packs and version updates
- A support team that knows YOUR system

Proactive Maintenance

In addition to break-fix resolution, Bluebird Assure includes pro-active maintenance activities. We regularly liaise with the Sterling owners in our client base, and arrange time for Bluebird to undertake pre-emptive tasks in order to keep our client's Sterling environment running at its optimal level. Bluebird can either work independently to perform these tasks, or can work hand in hand with your team to teach them for future reference.

IBM subscription & support has no provision for pro-active maintenance, so using Bluebird Assure to perform certain tasks will ensure a 'fit and healthy' Sterling environment.

Full Recovery Support

Despite the proactive measures that will be taken, in the case where a client does experience a system failure, Bluebird's break-fix element of support will make sure that your Sterling environment is up and running again within the shortest timeframe possible. Your dedicated support account manager will ensure that your request is received, and acted upon, within the agreed SLA.

Please note that Bluebird Assure is an extra layer of support on top of your existing IBM S&S. It is essential that customer maintains its S&S with IBM for the software as Bluebird is unable to reverse engineer or decompile the software code. Therefore, in the case where the diagnosis of an issue is recognised as being due to the software itself, the issue must be resolved by IBM.

For a quote or for further information contact us at:

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BLUEBIRD
IT SOLUTIONS



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