

## Midrange Outsourcing FAQs

### Midrange AS/400 and iSeries Outsourcing Frequently Asked Questions

1. How much should I expect to reduce my Midrange operating budget?

Blue Hill typically saves clients more than 20%, and many have achieved as much as 40% savings. The major factors that influence the amount of savings include the types of IBM products you use, staffing, third party software products, and real estate and energy costs.

2. Will I run on a dedicated iSeries at your data center?

Some clients decide to run on a dedicated iSeries; however, most clients will have their own dedicated LPAR (logical partition) on the iSeries and will be provided all the CPU, Memory and DASD, etc., necessary to run their applications. This gives the client the best pricing available.

3. How are OS/400 software licenses handled?

Most often Blue Hill will use our IBM software licenses and enterprise agreements from other software vendors. This allows us to give our clients' the best possible pricing. For ISV (third party) software licensing, they will remain in the client's name and will continue to pay the maintenances fees. This is the most economical thing to do since the client has already paid for them. Also, at times we may have a license or a replacement product and will offer that to our client to create additional cost savings.

4. Who handles systems programming and operations?

We work with each client to understand how their unique environment is currently being run, what work is being accomplished and offer the best approach for staffing. Our offering may include systems programming and operations support, and this end-to-end offering typically yields the greatest cost savings.

5. Do you also offer disaster recovery?

Blue Hill offers dedicated disaster recovery services: both traditional tape backup and restore, and high availability disaster recovery. Many of our Midrange clients may already have a subscription-based disaster recovery service prior to migrating to Blue Hill; we can replace that service as part of the overall solution. We provide dedicated resources (CPU, DASD, TAPE, etc.) in our Branchburg, NJ back-up and recovery facility. Blue Hill will work with each client to develop a customized plan that provides the RPO (Recovery Point Objective) and RTO (Recovery Time Objective) that meets the clients' business needs. The disaster recovery plan is then tested on an annual or semi-annual basis, as the business needs dictate.

6. How long will it take to migrate to your data center?

A typical Midrange migration takes 25-60 days, although we have completed migrations sooner than that when required. We recommend an average of 30-90 days utilizing our proven methodology to build and test the new environment, and conduct the necessary amounts of system and end-user testing.



7. What are your contract terms?

Blue Hill offers flexible contract terms to meet the specific and individual needs of each client. A majority of our contracts range from 3-5 years, with options to renew; shorter terms are also available.

**Blue Hill Data Services: Cost-Effective, Secure, On-Shore Data Center Hosting Solutions**

Blue Hill Data Services consistently achieves 100% client satisfaction by providing Private Cloud and fully managed 24/7 data center hosting solutions, and a full array of complementary IT support services.

We deliver all services from On-Shore, USA, and since 1994 we have supported government and commercial clients, helping them reduce their operating expense, eliminate capital expense, mitigate the risk of a retiring workforce, meet all regulatory compliance and audit requirements, and achieve 100% client success.

Blue Hill specializes in all things mainframe, and also provides multi-platform services and infrastructure solutions. We have successfully carved out a niche in supporting Mainframe mission-critical applications. Acting as our Clients' partner, we can support their environments either indefinitely or until they choose to get off the Mainframe, providing flexibility in reducing costs as utilization decreases.

Our differentiation is providing customized solutions, flexibility both in contract and solutions, cost effectiveness, and personalized attention. Our client's data center environment can be hosted within Blue Hills' private cloud facilities, or Blue Hill support services can be provided remotely to the client's site.

IT Managed Delivery Services and Solutions:

- Mainframe-as-a-Service (MFaaS)
- AS/400 - iSeries-as-a-Service
- Server/Cloud Infrastructure Systems Support
- Applications Development and Maintenance Support Services
- Disaster Recovery and Business Continuity
- Colocation Services
- Remote Support Services
- Consulting Assistance

Our deep technical skills and longstanding experience enable us to support our customers' legacy environments as well as implement new technology solutions.

We do not force clients to upgrade or change the way they are used to doing business, which makes the transitions seamless, minimizing risk and completing migrations in shorter timeframes.

We are proud of our 100% client satisfaction.

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