TRIDENT SERVICES

Solutions for z/OS & Enterprise Servers

Extended System Programming Support (ESPS)
2024

1. Trident Services will provide phone support for problem determination, documentation of technical problems and problem resolution for the Client.
2. Trident Services will provide 24/7/365 technical support. Trident Services will interface with all the client vendors to resolve any question or problem.
3. ESPS support will cover all IBM operating systems software, all IBM sub system software and will also cover all ISV/3rd party related software.
4. Client will be provided both a toll-free number and email address to contact Trident Services with questions, problems or concerns.
5. Trident Services will take total ownership of every incident reported until the incident is closed.
6. Trident Services will research the question (if needed), and will perform diagnostic work, work with vendors and provide a solution to the request while providing a knowledge transfer to the client during the entire process.
7. Trident Services will provide:
   - 24/7/365 telephone support of IBM operating system (z/OS, os/390, z/VM, z/VSE) and IBM sub system software (CICS TS, DB2, IMS DB/DC, MQSeries, zLinux)
   - Support for all non-IBM operating system software products
   - Response time for calls placed into the toll-free number is 15 minutes or less for Sev 1.
   - Client will have support from Trident experienced Senior Systems Programmers
   - Problem isolation and identification of software/hardware difficulties
   - Provide answers to questions or concerns from the client
   - Client may call with "how to" questions
   - Pertinent IBM bulletins on hardware/software that may be of interest to the client
   - Obtain vendor hardware and software downloads for client and apply if approved by client
   - Planning for hardware and software upgrades (includes all system assurances)
   - No limit to the number of calls place or no limit to the amount of effort
   - Fixed Month fee based on CPU MSU's of only production Mainframes
   - No limit to the number of calls