



AT ORIGINA, WE DO ONE THING, AND ONE THING WELL:

# THIRD-PARTY SUPPORT AND MAINTENANCE FOR IBM AND HCL SOFTWARE

OUR SERVICES

## IBM® PASSPORT ADVANTAGE SOFTWARE SUPPORT

Our enhanced version of the 24x7x365 support provided by IBM. We provide support for more than 800 IBM software products, including those that have since been divested to HCL, SS&C and Certance.

- **Free from traditional version lifecycle policies**, we support all versions for as long is required. An intimate support service based on a team of dedicated & named IBM experts assigned to each IBM application and a service bound by a Service Level Agreement (SLA).
- **Origina takes ownership** of any technical or integration issues on behalf of our customers.
- **No more six-month response times** to a trouble ticket.
- We provide the **high-quality, responsive support services** that IBM customers expect and deserve.

## VALUE-ADDED SERVICES

Our value-add services were designed in partnership with our customers. Not only can we extend the lifecycle of your IBM investment, but we can fine-tune it to perform and function even better than before. We can extend the functionality of your current IBM software through customized feature enhancements - all without unnecessary upgrades to your current version.

## LAYERED APPROACH TO SECURITY

We can enhance the security of your web-based IBM applications using our unique Vulnerability Shielding solution and protect you against non-cyber threats like vendor license audits.

Find out more at [origina.com](http://origina.com)

### ORIGINA CORE SERVICE:

24x7x365 Technical Support for IBM and HCL software

Full support for all versions

Technical problem ownership & management

Direct access to IBM product expertise

A layered approach to problem resolution

Service transition reviews

### TAILORED SUPPORT:

Vulnerability Shielding

Interoperability Validation

Solution Architecture Optimisation

Product Feature Enhancements

On-site Support

IBM License Entitlement Validation

IBM License Audit Support

### ADDITIONAL BENEFITS:

Protecting your IBM products from cyber-attacks

Access expert knowledge for retirement planning and legacy software

Reduce risk of you digital change programs (by involving Origina experts)

Maximize the ROI in your licensed IBM software product through feature enhancements

Supporting digital transformation as a bridge from your legacy IBM software

Technology roadmap review and migration strategy

Entitlement analysis & audit defence

### IMMEDIATE DIRECT BENEFITS:



**Cost reduction** to the business on day one



**Access to expertise** in consulting cost avoidance



**Smoother ticket resolution** results in reduced operational overhead



**Lower technical & operational** cost of ownership



**Avoid forced upgrades** and associated project costs and risks

### SAVE WITH ORIGINA

Origina helps businesses achieve significant savings (an average of 50%) in IBM software maintenance costs while delivering customized, value-added support & services that improve the overall performance, stability and security of your application.

### With annual maintenance costs consuming about 20% of the initial license purchase price

a mid-sized business will have more than doubled its spend on an IBM application within five years. The longer a company keeps an application in use, the more expensive the total cost of ownership becomes. The situation is even more costly and precarious for organizations with unsupported versions of an IBM product.

In addition, IBM continues to **increase the cost of software and support services**, eliminating discounts and changing pricing models.

Origina's service philosophy is underpinned by **three fundamental principles:**



#### EXTEND

the longevity and lifecycle



#### PROTECT

the security and stability



#### ENHANCE

the performance and functionality

**Building a software support and maintenance strategy upon this service philosophy provides the quality of service customers need, and puts them firmly back in control of their operational expenses and IBM product roadmap strategy.**

Origina is recognized as the leading third-party provider of IBM support by multiple experts, including Gartner and Forrester. Our customers rely on our expertise to provide maintenance, advice, and solutions that help them maximize the ROI of their IBM spend.

### CONTACT US TODAY FOR A FREE:

Five-Year Savings  
Projection

Technical  
Assessment

IBM Lifecycle  
Analysis

[salesops@origina.com](mailto:salesops@origina.com)