

Triton Consulting

DB2 Consultancy on Demand

Introduction

Most IT departments use consultants either to supplement internal resources for a project or to provide experienced support to their teams. Finding the right resources, with the skills needed, in a timely fashion is difficult. Even when the resources are engaged there can be a problem of keeping them occupied for the time they have been contracted – utilisation of the days paid for is not always efficient. Access to skilled DB2 resources is perhaps one of the more challenging areas.

So how would you go about designing a flexible way of accessing them? What would be the characteristics of a service to meet most clients' needs:

- Resources available quickly when you need them
- In-depth DB2 expertise
- Consultants who can understand your request and respond effectively
- You only pay for the time you use

This is the basis for Triton's Consultancy on Demand service.

Triton's Consultancy on Demand

Consultancy on Demand (CoD) offers a flexible hourly plan that provides you with rapid access to the same set of experienced technical professionals that handle our RemoteDBA and consulting contracts.

CoD is sold in packs of 20, 50, 100, 200, or more hours. Once you engage a Consultant they deduct the number of hours they use on the work you request from your contract. This is calculated in 30 minute intervals – so no 'down-time', you pay only when the Triton Consultant is engaged working for you.

CoD hours can be used in a number of different ways, from problem solving, performance management or answering 'how to' queries. Regular reports will keep you informed of the number of hours you have remaining, and you can 'top up' your hours by purchasing an additional CoD pack at any time.

Cover is Monday to Friday and first response is guaranteed within 24 hours at which time, the appropriate action will be agreed with you and arranged to be carried out at a mutually convenient time.

DB2 Consultancy on Demand

Service element	CoD service
Service	Use of Triton DB2 Consultants to provide consultancy services for a Client's DB2 system
Days covered	9:00–17:00, Monday–Friday
Response time	Within 24 hours – Triton Consultant to discuss the work required and agree a plan and timing
Service requests	Via a dedicated email address
Charges	CoD can be purchased in 20, 50, 100, 200, or more hour packs. The charge is at the start of the contract. Purchased hours remain valid for 12 months
DB2 release levels supported	<ul style="list-style-type: none">• DB2 for Linux, Unix and Windows• DB2 for z/OS
CoD use	Hours can be used for a variety of tasks: <ul style="list-style-type: none">• Planning and executing DB2 upgrades• Answering 'how to' queries• Design of new DB2 services• Exploring/planning use of DB2 functions e.g. HADR, pureScale, and more• Version upgrades
Other features	<ul style="list-style-type: none">• Monthly reports showing work performed, hours used and hours remaining• Typically the work is performed remotely

NOTE: For support of critical production environments the Triton RemoteDBA Service should be considered.

Our Clients

Some of Triton's Clients using our Consultancy on Demand service include:

Pulsen Retail is part of the Pulsen Group. Founded in 1964, the Pulsen Group is one of the oldest IT companies in Sweden. The Group has around 1,300 employees and a turnover of 3 billion Swedish krona.

Pulsen Retail embarked on a major project to migrate their DB2 infrastructure from z/Linux to Power Linux in a tight

stipulated timescale. The project also covered an upgrade from DB2 9.7 to DB2 11.1. Both these significant projects were carried out under a Consultancy on Demand contract.

CPA Global is the world's top intellectual property (IP) management and IP software specialist, and a leading provider of outsourced legal services. With offices across Europe, the United States and Asia Pacific, CPA Global supports many of the world's best known corporations and law firms with a broad range of IP and broader legal services.

CPA Global have used Triton resources via CoD for many years typically to perform a short health check or to help solve performance issues.

About Triton

Triton Consulting are experts in Hybrid Data Management and Digital Transformation.

The company's team of consultants represent some of the most highly experienced and qualified in the industry, and are able to advise on a range of Data Management solutions including DB2 for z/OS, DB2 for LUW plus data related infrastructure and transformation services.

As well as expert consultancy in all areas of DB2, Triton Consulting also cover a wider spectrum of high level consultancy including senior project management, technical planning, technical architecture, performance tuning and systems programming.

Triton Consulting has been providing consultancy services for over 23 years. Triton are internationally recognised for their DB2 expertise with three IBM Gold Consultants and four IBM Champions.

Find out more about Triton
www.triton.co.uk

Contacts

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