

Rapid response to any mainframe problem. Expert advice for achieving any business computing goal.



Imagine having a dedicated mainframe expert who knows your data center inside out, backed by a staff with 300+ years' collective mainframe experience, ready to respond in minutes to any mainframe problem you might have.

With PSR PrioritySupport you get all that and more, because PSR PrioritySupport is more than a support contract: It's an ongoing relationship you can turn to for planning, consulting and advice with any mainframe or data center project or issue you face.

PSR can provide whatever level of support you need — from augmenting your existing staff, to fully outsourcing your systems programming operations.

Count on rapid response to problems. PrioritySupport customers receive 24/7/365 on-call emergency coverage, guaranteed 1-hour response times to Level 1-severity problems, and priority over any non-service plan client.

Turn to us for help and advice. PrioritySupport covers comprehensive services including programming and data center operations support, operational guidance, systems management consulting, migration and conversion consulting and planning, performance tuning, capacity planning, even training for your staff on IBM OS/390, z/VM and z/VSE operating systems.

Work with a dedicated representative. Whatever your problem or project, your request is handled by a dedicated PSR staff member—usually the project leader who installed your mainframe—who knows and understands your data center, your computing environment, and your technical staff.

Get some valuable extras. Like all PrioritySupport customers you'll receive, at no extra charge, equipment that lets us dial into your system to provide remote support. You'll have access to exclusive PSR productivity tools, and to the resources of our ServerAssure Center for troubleshooting and testing. You'll pay the same hourly rate, when applicable, for calls during business and non-business hours. And you'll get no-charge occasional Q&A support to cover short, simple calls.

Craft the plan that works for you. Use our support services to augment your existing systems programming staff, or to fully outsource your system programming function. Choose from multiple services service plan options to create the combination of monthly fee-based and hourly rate-based support that meets your budget. To learn more about PSR Priority Support call us today at 800-692-4777.

PSR

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