Mainframe Systems Programming Service Plan Coverage

About PSR

PSR has been providing Mainframe Systems Programming **since 1981**, allowing us to offer unparalleled levels of experience, expertise, and capability. Delivering services remotely requires careful planning and execution. We have been providing remote services since our inception. You can trust that we know what we are doing.

PSR's customers are located across the U.S. and come in all sizes and from every industry. We can meet the needs of companies that have diverse hardware, software, and support requirements. If it runs on the mainframe, we can support it. We can fulfill your Systems Programming requirements with relatively few billable hours because we have only highly skilled and experienced professionals.

Mainframes are our only business!

PSR Service Plan Options

PSR offers two Service Plan options, which provide identical features while meeting different usage needs.

- **Higher Usage Plan:** Designed for customers needing weekly support (25 or more hours per month) with upgrades, projects, and increased requirements.

- **Base Usage Plan:** Appropriate for fewer expected upgrades and changes or to provide occasional backup systems programming support for your current staff.

Service Plan Features

These features are provided in both service plans:

- Up to 8 free service hours during the first 90 days to allow PSR to learn and understand your environment

- A dedicated senior technician who understands your environment and knows your staff

- A backup PSR team for your assigned PSR resource that is on call 24/7

- Two no-charge billable systems programming support hours each month (no carryover if not used)

- 24/7 coverage with a guaranteed one-hour response to Severity One calls

- Priority One support 800 number available 24/7 for any Severity One calls

- Business-hour Q&A delivered via brief calls or email at no charge

- Same hourly charge whether during business hours or off hours

- Priority service over any customer who lacks a Service Plan (whether Severity One or not)

- Use of PSR's data center for testing and proof of concept with no facility charge

PSR Mainframe Systems Programming Functions

- Installation and upgrade of IBM and third-party zOS, zVSE, zVM operating system software products

- Development, implementation, and execution of disaster recovery planning and testing

- Development and execution of backup methodologies to ensure recovery

- Research and resolution of system-related issues

- IBM and third-party software maintenance, fixes, and ServerPacs

- Response to system error messages and performance of appropriate troubleshooting

- System tuning, performance monitoring, and attendance at meetings as needed

- Implementation of mainframe-related hardware and software

- Configuration of mainframe networking as needed

- Acting as the technical contact with IBM and third-party software vendors for all hardware and software-related issues

PSR customers are located across the U.S. and come in all sizes and configurations from every industry.

Contact Us:

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Find out which PSR Service Plan option meets your company's needs.
Reach out to PSR today.