

Maintec End-End Mainframe Operation Support



Maintec mainframe operation support services provide organizations the flexibility, cost effectiveness and quality staff and processes they need to meet changing business needs by providing local or off-shore based resources. Our proactive monitoring process that prevent failure and provide self-healing capabilities to limit outages that impact Service delivery.

Maintec's highly skilled mainframe professionals and state-of-the-art z/OS data center in Raleigh, NC, along with its Network Operation Center in Bangalore, India provides customers with 24x7x365 continuous end-to-end mainframe monitoring and support.

Maintec Operation Support services include:

- Providing technical support for multiple large mainframe z/OS environments
- Supporting mainframe console operations
- Supporting multiple clients in a Parallel Sysplex environment
- Developing, maintaining and utilizing an emergency contact list and escalation procedures to resolve ABENDS
- Resolving ABENDS caused by conditions external to production programs
- Repairing ABENDS and performing job restarts in accordance with the documented restart procedures
- Checking job outputs and print queues; changing job priorities; taking printers in and out of service; and starting, spooling and draining printers
- Defining, creating, and controlling all automated operations using programming tools
- Providing automated operation for the mainframe systems and responses to routine and complex functions
- Contacting ADM staff, other technical staff and third parties as necessary during off hours, per established notification procedures

Business Benefits of Maintec Mainframe Operation Support

- Supports all aspects of mainframe operations
- Helps achieve operational excellence
- Reduces Total Cost of Ownership (TCO)
- Ensures timely completion of critical operations
- Ensured 24/7 mainframe availability
- Supports weekend, holiday and night shifts (including graveyard shift)
- Reduces complexity of mainframe management
- Provides well trained mainframe resources

Skill shortage exposes risk

71% of CIOs worry mainframe skill shortage could negatively impact or pose a significant business risk.

Questions regarding
Mainframe Operation Support
Call (919) 424-6323