



DATASHEET

Rocket Service Packages for Rocket® iCluster

Ensure Highest Availability and Disaster-Readiness of IBM® i Systems

Product Benefits

- Accelerate your team's productivity and self-sufficiency with iCluster through training and knowledge transfer of best practices
- Achieve faster return on your iCluster investment
- Simplify demonstrating disaster-readiness for your key stakeholders

IBM i systems host some of the world's most business-critical applications—including yours. In the IBM i world, no downtime is ever acceptable, whether from planned maintenance downtime caused by regular application backups or batch processing, or from an "all-hands" recovery from a major outage. Fortunately, you can worry a lot less about downtime because you have Rocket iCluster, the easy-to-use, high availability and disaster recovery (HA/DR) solution for IBM i.

No matter your level of in-house expertise, Rocket Service Packages for iCluster can help you get the most from iCluster, whether you need to get it up and running quickly or keep it operating smoothly. Our service packages are based on what's worked for Rocket customers before, across thousands of successful customer engagements.

Rocket Professional Services staff are experts in bringing iCluster up and into production quickly, while ensuring you maximize its value. By investing incrementally in deployment assistance, periodic switch testing, or training, you can keep your iCluster investment paying big dividends far into the future.

We also engage in consulting for customers whose needs don't exactly fit into a package—just ask us for a quote for a custom engagement.



www.rocketsoftware.com

PACKAGE	STAGE	WHAT YOU GET
New iCluster Implementation for Two Nodes	Deployment	<p>Best practices guidance, knowledge transfer for your staff, and verification of successful implementation by our experts along with:</p> <ul style="list-style-type: none"> • Initial implementation and configuration • Synchronization, startup, and monitoring • Knowledge transfer for up to eight students
iCluster Upgrade	Upgrading	<p>Best practices guidance and mentoring from Rocket experts to help you take best advantage of new features, including:</p> <ul style="list-style-type: none"> • The software upgrade implementation • Review of configuration settings, journal maintenance settings, start-up and shutdown, synch check settings, and more • A demonstration of the highlighted features in the new version • Change of all scheduled iCluster CL programs to use the new commands and parameters
iCluster Switch Test	Disaster-Readiness Planning	<p>Our pre-emptive switch test will help you sleep better at night, knowing that your environment is prepared in the event of a disaster. Rocket experts will help you execute the test, switching users and applications to the target machine while minimizing the impact on your production environment. The team will:</p> <ul style="list-style-type: none"> • Review your current configuration • Guide you through the switch and validate results • Help resolve any issues encountered • Review the results and provide recommendations <p>This service is recommended for new customers 30-60 days post-deployment, for existing customers after a configuration change, and at regular intervals for customers with critical uptime requirements.</p>
iCluster Administration Training	Optimization	<p>A Rocket expert will help you get the most from your iCluster installation by equipping operators with a roadmap to success, along with training that highlights the most important iCluster topics to optimize your system and minimize downtime. You'll get:</p> <ul style="list-style-type: none"> • Three days of on- or off-site training for up to eight administrators • A mix of lecture and hands-on demonstrations <p>The topic list will be provided in our Statement of Work. Travel expenses are in addition to the package price for on-site training.</p>



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