

Clerity Post-Migration Service Offerings



Highlights:

- One number to call for support on Clerity and 3rd party technology offerings
- A range of established Service Level Agreement options
- Experienced application development and maintenance professionals
- Flexible application and data modernization services
- All-inclusive infrastructure consulting practice
- Ongoing managed support services

A complete lifecycle approach

To ensure that our customers are well-equipped to actively develop, manage, and evolve their application environments following any implementation, Clerity offers a range of post-migration lifecycle services in addition to its full service delivery of mainframe migration, modernization, and optimization solutions.

Comprehensive product support with one number to call

Clerity provides both standard business hours and optional 24x7 support on its entire portfolio of software offerings. Clerity can also provide help desk support for all 3rd party products implemented in conjunction with your migrated application environment.

Our world-class technical support team can become your organization's application support triage arm; we can manage any support issue that may arise from root cause analysis through to proper resolution.

Established Service Level Agreements

All of Clerity's support services are backed by rigorous Service Level Agreements (SLAs). We offer a range of SLA options that can be tailored to meet the budgetary requirements and real world necessities of your daily business operations.

Experienced application development and maintenance professionals

While transitioning an application from one environment to another, Clerity's consultants gain a great deal of knowledge and insight into program code, functionality, data, interoperability requirements, and environmental variables. This knowledge and our wide range of highly experienced programming resources enable Clerity to provide effective ongoing application development and maintenance services after a migration service engagement.

Clerity can provide 'ring-fenced' staff augmentation teams with domain knowledge on your particular applications to undertake short-term maintenance engagements or major new development projects.

Flexible application modernization services

Whether it is as part of the initial migration project or, as many of our clients prefer, a follow-on activity after a successful migration or rehost implementation,

Clarity can apply its best of breed application modernization technologies and service offerings to enhance the appearance, functionality, or interoperability of your business-critical applications. Clarity's modernization services include:

- SOA enablement
- Presentation layer modernization
- Code conversion solutions
- Database modernization & standardization solutions

Infrastructure consulting practice

In addition to our experienced application migration and modernization team, Clarity also has a complete server, storage, and network infrastructure solutions practice. Clarity provides a wide variety of services ranging from architecture design, planning, and acquisition of hardware, to planning and implementation in solution areas such as high availability and disaster recovery. Clarity's infrastructure experts also have considerable experience architecting and delivering software governance and distributed system infrastructure management solutions.

Ongoing managed support services

Clarity can provide system administration and maintenance activities to manage the health and ongoing operations of your new application environment following production deployment of your migrated systems. Governed by the standard SLA practices your organization follows, these services can include database administration, application operations, and hardware support. Support services can be provided as short-term contracts to augment and train your own staff on a new target environment or as longer-term managed services engagements.



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