

Why ComResource

In today's business climate, you must be agile to respond quickly to the growing needs and demands of your customers, suppliers and business units. The ComResource Budgeted Consulting Services (BCS) program offers you well-timed flexibility to manage your resource and/or expertise gaps. We partner with you to select a pre-determined number of hours and services that are guaranteed to be available when you need it. There are no inflated costs if your project goes over your monthly hour commitment, and there is no penalty if you do not utilize all of the monthly-allotted hours. Any unused hours simply roll over to the next month ensuring your allocated time is never lost or wasted.

WHEN SHOULD YOU USE BCS

Utilize this program for any type of remote support with one of the following products:

IBM Transformation Extender	IBM B2B Integrator
IBM Transformation Extender Advanced	Sterling Gentran
IBM Sterling File Gateway	IBM MQ

WHAT SERVICES ARE OFFERED

The appeal of BCS is that the services and cost can be spread over time and used as needed. Examples of these services include:

Remote Work	Performance Tuning	Architecture Design
Mapping	On-Boarding	System Health Checks
Troubleshooting	BPML Development	System Auditing
DR / Node Redundancy	Managed File Services	Secure Communications
New Feature Implementations	Entitlement Review	Upgrades

WHICH BCS IS RIGHT FOR YOU

BCS GOLD

Submitted tickets routed directly to next available consultant

Discount on annual IBM renewals when renewed through ComResource

Discount on IBM software purchased through ComResource

Up to 2X the hours can be loaned or banked

BCS PLATINUM

All BCS Gold benefits PLUS:

Submitted tickets routed directly to a Senior Consultant
Remote training, upgrades or invest in another SOW

Free health check if program is renewed at the end of a 12-month agreement

Up to 4X the hours can be loaned or banked

HOW BCS WORKS



DETERMINE MONTHLY SERVICES HOURS NEEDED

Hours will be "loaned" if you go over the monthly allotment

Hours will be "banked" for future utilization if you use less than the monthly allotment

Program term varies and is based on the length of the agreement and the service level selected



REQUEST AND PERFORM SERVICES

Request services via the ComResource online ticketing system or by calling our resource center

A ComResource consultant will immediately contact your team to provide all requested services including design, planning, mapping, and system tuning



REPORT AND APPROVE SERVICES

All hours are tracked according to services requested

Only services approved by you are charged

A maximum of 3 months' of allotted hours can be banked or loaned per month



SETTLE OUTSTANDING HOURS OR EXTEND PROGRAM

The balance of hours will be settled at program's end

For any outstanding "loaned" hours, a pre-agreed rate per hour will be charged

For all unused "banked" hours, you can either:

- Extend the program for another year, carrying over the loaned hours
- Use the loaned hours at any time over the next sixty days



[Contact us](#) today to learn more about the ComResource Budgeted Consulting Services (BCS) solution.