

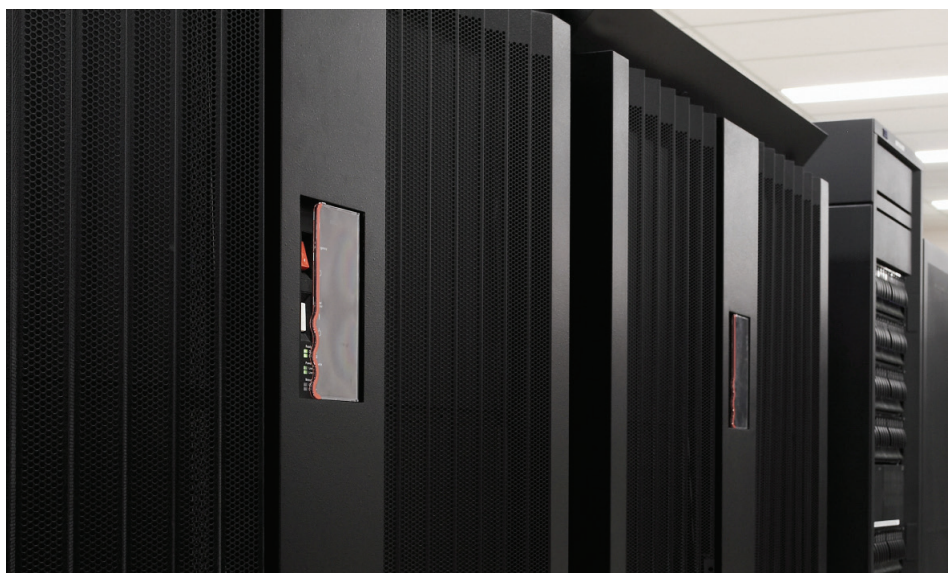


# Acxiom® Mainframe Services

Reduce your risk and cost with Acxiom's comprehensive, secure mainframe services

## Mainframe challenges

Despite ongoing predictions about its demise, the mainframe continues to be the IT lifeblood of many enterprises. But a retiring workforce is putting the mainframe and its respective organizations at risk. According to USA Today, 40 percent of the world's mainframe programmers will be retiring in the near future. Without programmers with the appropriate skills, managing and modernizing this powerful platform will have many major implications for businesses.



## How Acxiom Mainframe Services address the challenges

Whether you are growing your mainframe footprint or migrating off the technology, Acxiom brings decades of experience, operational discipline, and security and governance controls to meet your needs. Acxiom provides comprehensive and flexible management of your mainframe, including design, planning, implementation, transition and ongoing operations. Our expertise extends across z/OS, z/VM, z/VSE and Linux on z.

- **Fully managed** – Acxiom manages your mainframe processing in an Acxiom data center, including the hardware and software. We provide 24x7 support with service options to meet your needs.
- **Remotely managed** – Acxiom manages your systems remotely while they remain at your facility. This service provides several levels of remote technical and operational support.
- **Professional services** – Acxiom provides additional services including software and hardware upgrades, software conversions, assessments and project work.

## Benefits delivered

Acxiom Mainframe Services:

- Minimize business and data risk by providing technical expertise and superior operations management
- Provide enhanced security and governance controls — over 100 audits performed each year by some of the most respected organizations in the world
- Reduce costs — in some cases by up to 20 percent
- Enable clients to focus on strategic business initiatives versus day-to-day operations
- Deliver breadth and depth of technology experience — from mainframe to server to cloud — enabling clients to leverage platforms and quickly meet changing business demands
- Provide flexible services to meet varying requirements
- Deliver real-time system performance measurement and reporting
- Provide consistent service driven by an ITIL framework

## Proven results

- Acxiom significantly reduced the complexity of a consumer research firm's mainframe operations by consolidating six environments into one; costs were reduced by 15 percent the first year and subsequently by 5 percent year over year.
- Acxiom assumed management of a 6,000-MIP environment for a communications company, addressing the challenges of a retiring workforce, improving operations and reducing costs by 21 percent.

## More details

Acxiom works closely with you to design the services that meet your needs, whether you are looking for a fully managed solution, remote management, or Linux on z expertise. Our mainframe solutions include:

### 24x7 operations

- Design, planning and implementation of required systems, services and reporting processes
- Operations and engineering services
- Service management

### Technical support

- OS systems programming
- System security
- Technical database administration
- Performance and capacity planning
- Level 3 support available to client applications development team
- Off-hours support

### Hardware and software

- All hardware and software
- Data center and legacy network infrastructure, including front-end processors
- Hardware and software procurement
- OS and Acxiom-provided software maintained at vendor-supported levels



### Event monitoring

- Hardware components and system software
- Schedule monitoring and other key functional processes
- Batch job failures, abends and system issues
- Errors that require operator intervention
- Automated escalation alerts

### Support services

- Service desk
- ITIL-compliant problem and change management
- Project management
- Client account team
- Standardized SLA reporting

### Optional services available

- Scheduling
- Business continuity/disaster recovery services
- Provision and operation of LAN/WAN infrastructure
- Full-scope network management using the Acxiom Network Operation Center
- Printing services
- Audit support
- Full-service security
- Acxiom-administered client user IDs and security

## Test Drive Acxiom's Linux on Z Environment

Wondering if Linux on z might make sense for your applications but you have no way of testing it? Take a free, no-obligation, 60-day test drive in an Acxiom Linux sandbox. Once your testing period is over, you can choose to leave your Linux with us at reasonable rates or finish your testing and seek other alternatives.

**To learn more about Acxiom Mainframe Services, visit [acxiomit.com](http://acxiomit.com) or call us at 888.3acxiom.**

### Acxiom credentials

- Recognized as one of the top three providers by analysts for mainframe outsourcing in North America
- More than 40 years of infrastructure management experience
- Manage more than 35,000 mainframe MIPS, making Acxiom one of the larger outsourcers in the country
- Ranked No. 1 in customer satisfaction for IT outsourcing by "The Black Book of Outsourcing" — the only ranking based solely on customer feedback
- Ranked No. 3 in InformationWeek 500 for technology innovation; ranked as top performer for the 10th consecutive year
- Recruit and retain the most highly skilled, experienced mainframe professionals able to address the most complex system and resource challenges
- Process more than 1 trillion transactions involving hundreds of terabytes of data per week

## About Acxiom

Acxiom is an enterprise data, analytics and software as a service company that uniquely fuses trust, experience and scale to fuel data-driven results. For more than 40 years, Acxiom has been an innovator in harnessing the most important sources and uses of data to strengthen connections between people, businesses and their partners. Utilizing a channel and media neutral approach, we leverage cutting-edge, data-oriented products and services to maximize customer value. Every week, Acxiom powers more than a trillion transactions that enable better living for people and better results for our 7,000+ global clients.

AC-1102-13 8/13



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