IONA FUSE Professional Services

Open source SOA the enterprise way

Professional services – especially in the early stages of the software lifecycle – save time and money and reduce total cost of ownership of enterprise application development. This is particularly true of advanced and sophisticated technology such as Apache ActiveMQ, Apache ServiceMix, Apache Camel and Apache CXF.

IONA Technologies has been providing support for distributed service-oriented architecture (SOA) infrastructure for over 15 years, and has a proven track record of successfully solving the most complex integration problems for the Global 2000. IONA works with organizations with the single goal of making customers successful with innovative technology.

- ❯ Ensures high availability of mission-critical systems with the assurances of an advanced, prioritized support program
- ❯ Takes the risk and uncertainty out of working with open source technology in isolation
- ❯ Helps customers gain competitive advantage and generate revenue by optimizing the development cycle
- ❯ Maximizes technology return on investment (ROI) by reducing solution risk and turnaround time

IONA offers a complete suite of services packages for the FUSE products. FUSE products are validated, tested, and documented releases of popular Apache projects.

FUSE service packages combine the confidence of working with an experienced and professional organization with the innovation and cost savings of open source software. IONA brings the best of both worlds together in a safe and secure environment.

- ❯ **Proof-of-Concept Support** - get on the right track early to make sure pilot projects are effectively architected and efficiently developed
- ❯ **Developer Support** - 8x5 technical support center with guaranteed response times and access to FUSE HQ, for monitoring and managing FUSE infrastructure
- ❯ **Production Subscription** - 24x7 support with response times, packaged binary drops, access to FUSE HQ, and optional technical account manager and application consultancy
- ❯ **Consulting** - packages are designed to make teams productive and self-sufficient as quickly as possible from initial requirements gathering, through architecture and design, to implementation and deployment
- ❯ **Training** - full training curriculum includes courses ranging from architecture and design of service-oriented systems to implementation, with administration courses to support full production environments

"The IONA team played a significant role in the success of this project. With the help of IONA's Professional Services, we completed a successful pilot and quickly progressed to full development and roll-out of the project"

Lilian Duchêne,
SOA Technical Project Manager, ETNIC, BULL Belgium

IONA

Making Software Work Together™

IONA FUSE Professional Services Options

Technical Support Center

- 24 x 7 availability
- Service request analysis and definition
- Service request management, resolution and response
- Identification of available product releases

Engineering Support

- Customer-specific patch for service requests
- Rapid response

Online Support Center

- IONA's forums and wikis, a comprehensive online repository of product data, technical information, and articles written by senior IONA technical staff members as well as access to a responsive community
- Product updates available via download
- Access to documentation and release notes
- Online submission of service requests with ability to query status

Technical Account Manager (optional)

- Oversees the Operations Guide that documents support processes
- Notifies customer of product releases
- Manages issue escalation
- Publishes scheduled reports

Consulting

- Architecture audit
- Scalability and performance review
- Risk identification and resolution
- Migration strategy development
- Find the best SOA for your project
- Troubleshooting for newly developed and already deployed systems
- Creation of complete build and test environments for open source and other SOA projects
- Customized to meet specific project requirements
- IONA consultants can fill the roles of project manager, technical architect and developer to cover all phases of SOA development
- Available for a short-term or long-term engagements with discounts for higher usage

Training

- Kickoff meeting to determine the scope of the prototype
- Delivery of targeted material on the selected product and one-on-one for project members
- Coaching and guidance throughout the architecture and design phases
- Pair-programming to ensure source code reuse

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