

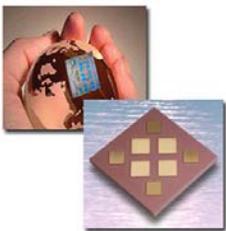
CU*Answers I-Plan



CU*Answers

I-Plan

- Making sure the bases are covered.
- Enabling credit unions to better budget support costs.
- Ensuring credit unions are diligently working to manage their iSeries.



CU*ANSWERS
A CREDIT UNION SERVICE ORGANIZATION

6000 28th Street SE
Suite 100
Grand Rapids, MI 49546

Phone: (800) 327-3478
Fax: (616) 285-5735
Web: www.cuanswers.com

August 2009

Introducing **I-Plan**: A comprehensive support plan for our In-house processing partners

In today's credit union marketplace, managing technology can become a daunting task from both a timing and staffing standpoint. In an effort to complement the in-house skills of our Self-Processing clients, **CU*Answers is pleased to announce a new service agreement plan to protect your most valuable core processing asset, the iSeries system.**

I-Plan is a comprehensive support plan that combines the automated analysis resources available on the iSeries with the technical expertise of our CUSO staff. With **I-Plan** on your side, you will no longer second-guess that you have a coordinated, reliable, and cost-effective plan of attack for managing the foundation of your data processing infrastructure.

Take a look at the valuable list of support items covered in this plan.

What services does **I-Plan** provide?

i5/OS Upgrades (These would be on-site installations.)

- Ordering of new software versions from IBM.
- Installing and testing new i5/OS version.
- Obtaining all necessary license keys.
- Installing additional iSeries licensed programs purchased from IBM as needed.
- Keeps self processors in compliance with the CU*Answers i5/OS upgrade policy.

**Keeping your
system in service!**

Install Cumulative, Hiper, and Database program fixes (These program fix packages would be sent to the self processors via tape/DVD media and installed remotely by our team.)

- Keep iSeries boxes up to date on all PTF packages.
 - Cumulative packages are released on an as needed basis from IBM. Traditionally, releases are more frequent when the i5/OS version is new (at least every 6 months) and fewer as the level matures.
- On a weekly basis, research IBM released PTF's to determine if a fix is needed or required on your iSeries.
 - As iSeries administrators we receive e-mails from IBM showing the latest fixes releases as well as any issues concerning the current OS level.
- Self processors will be e-mailed a monthly report showing there current PTF group levels as well as any fixes that were applied during that time period.



The best of both worlds with I-Plan - the support of an ASP environment and the flexibility of in-house system.

iSeries System Management.

- Research hardware and software problem logs on a daily basis.
 - Resolution of software issues.
 - Scheduling of IBM hardware service.
 - Coordination with onsite personnel.
- System cleanup
 - Configuration of monitoring of iSeries cleanup jobs..
 - Management of Spool files.
- System setup and configuration.
 - Configuration of any needed IBM licensed programs required for in-house daily operations..... Printing, E-mail, host servers, etc.
- Providing monthly performance reports.
 - DASD consumption, memory, and processor utilization.
- Answering iSeries related questions.
 - The iSeries team will be available for any iSeries related questions. This would also include weekend support concerning hardware or performance issues.

Third party and peripherals

- Installation & Upgrade any third party products installed on the iSeries.
 - Notify self-processor of maintenance contracts coming due for third party software.
 - Install any updated keys required for maintenance contract.
- New hardware installation (tape drives, UPS, disk drives, etc.....)

iSeries System Upgrades

- Analysis of performance data from current iSeries with appropriate recommendations for new iSeries feature/functionality.
- Ordering of new iSeries system after approval.
- Coordination of the installation and setup of new iSeries.



How much will **I-Plan cost our credit union?**

Pricing – \$5,000 per year plus T&E when required. When compared to other third party or ala carte solutions, this should be a very attractively priced service. By handling both your iSeries and CU*BASE technical support, we are able to leverage the investments we have made in our own data center operations to ensure your iSeries remains up-to-date and available.

How do I get signed up for **I-Plan?**

Getting Started – Please contact Scott Collins via phone at (800) 327-3478 (x183) or via Email at scollins@cuanswers.com to request an **I-Plan** agreement, or simply to find out more about this valuable CUSO service.

Can You Afford NOT To Be Covered By **I-Plan?**