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Need *Support* for your Solutions?



Budgeted Consulting Services: For IBM Sterling Solutions

ComResource's BCS is designed for those companies who need help due to resource or expertise constraints. BCS gives you the peace of mind that you can quickly and efficiently meet the needs and wants of your internal business units and your trading partner community while sticking to a planned budget. Enjoy the flexibility of engaging our team as you need the work performed and not incur any additional cost if the project goes over your monthly hour allotment. In addition to no penalty for going over your hours, your unused hours simply roll over from one month to the next to make sure no part of your allocated time is ever lost or wasted. Our program is designed to give you the right resource when you need it and not be concerned with cost.

Level out the peaks and valleys of typical IT and IS costs and enable yourself to be more agile to the needs and wants of your customers, suppliers and business units.

Where We Can Help

Services when you need them at a cost that fits your budget. Services and their cost can be spread over time and used as needed. You can use this program for any type of remote work on the following products: Sterling File Gateway, IBM Sterling B2B Integrator (Formerly SI/GIS), Gentran Server, Connect Direct, or Connect Enterprise. Types of services include:

- Remote Work
- Mapping
- Troubleshooting
- DR / Node Redundancy
- Implement new features
- Performance Tuning
- On Boarding
- BPML Development
- Managed File Services
- Entitlements Review
- Architecture Design
- System Health Checks
- System Auditing
- Secure Communications
- Upgrades

Affordability and ROI

Save up to 40% by only paying for hours that you need when you need them

In addition to having immediate access to our B2B and MFT expertise, you will also save approximately 40% by choosing a BCS agreement versus funding individual projects at a significantly higher rate.

We are focused on making sure our customers are always placed first and extremely satisfied with the work we perform. In order to guarantee the quality of our services, all our employees are full-time. Many of our competitors have reverted to using freelance consultants and this creates challenges related to quality and cost due to consistency and support. In addition to the higher level of service you get by having a dedicated team with all types of expertise, the ability that BCS creates to quickly respond to trading partner and business unit requests continues the contribution to a higher return on investment.

Examples of services our customers utilize to increase their ROI:

- ✓ Performance tuning to meet SLA's
- ✓ BPML development for better error handling and increased automation
- ✓ DR and node redundancy for high availability
- ✓ Visibility dashboard for end-to-end monitoring

Customer Success

“I have worked with ComResource over the past 5 years and used their expertise and experience to leverage our soft and hard assets to full potential. We have worked to provide realistic business implementation options that best fit our business needs. ComResource has provided best of breed, cost effective, long terms solutions.”

Carey Iwahashi
Applications Manager



Program Benefits

Resources when you need them for only the time you need them. Whether it's two hours remotely or four weeks on-site it is all covered with this program.

Rates that are below market value and constant for all resource types, whether you need a performance engineer, security expertise or general consulting.

Payments that are budgeted and consistent every month with a guarantee you will never lose any hours even if you do not consume all of them in a set month. Payments are based on the number of hours you chose at BCS initiation.

Skills that fit the work you have when you need it. Whether it's an architect, performance engineer, mapping, security, or product expert or just a general consultant we have them all.

About ComResource

ComResource, Inc., a Columbus-based technology consulting firm, offers Integration Services, Professional Services and Infrastructure Services to help companies implement, manage, and operate their IT solutions.

At ComResource, we value our customers, partners and every member of our team. We have over 100 years of combined e-Commerce experience and have created a practical service balanced with a cost-conscience approach in order to provide a valued-managed service offering that will show immediate ROI for our customers. Whether you are a large corporation looking to supplement your existing staff or a small to medium business looking to offload your entire integration services, ComResource can develop, implement, and support your middleware solution.

ComResource's philosophy is very simple...always treat clients, employees, and business partners like we would want to be treated. We are very customer-oriented and take great pride in our reputation for understanding our customers and their technology needs.