Introduction

The iSolve Technical Reference for Mainframe solution is the only technical reference based solution incorporating all possible information sources, including vendor (E.g. ISV, IHV) technical information, Web news groups/forums and internal/corporate sources. Therefore iSolve is a totally open architecture that allows any information source to be incorporated, whether a ubiquitous "Office" file type (E.g. DOC, XLS, CSV, PPT, PDF, et al), or any other proprietary data source, even an in-house bespoke Problem Management system.

From a singular Mainframe (E.g. z/OS) perspective only, iSolve offers a superset of traditional Mainframe Technical Reference Software function on a subscription license basis, lower than the annual Support cost of their current solution (E.g. Quick-Ref). However, iSolve can be deployed for all IT platforms and incorporate all data sources, thus providing a one-stop solution to maximize Data Center Problem Resolution efficiencies.

With iSolve, End Users, Developers and IT experts get the right type of information they need quickly and easily!

iSolve Key Capabilities

iSolve function is based on an open architecture that makes sense of information from all possible information sources, eliminating the "too much data, not enough information" challenge:

➢ Centralized point of access to search and browse all possible technical information sources, including vendor documentation (E.g. All Mainframe ISV's/IHV's, All Non-Mainframe ISV's/IHV's, internal corporate documents, external information sources, such as Web Forums, News Groups, et al).
➢ iSolve access to information is powered by an intelligent and efficient free text search engine, displaying information in a logical and usable manner via a unique Graphical User Interface (GUI)
➢ iSolve provides additional collaboration functionality, allowing for the provision of supplemental information and tags for existing information, sharing knowledge with peers, safeguarding simpler problem resolution in the future (E.g. Applying lessons learned).
➢ iSolve integrates with Single Sign On mechanisms providing the relevant and required user access permissions
➢ iSolve allows each and every user or group of users to personalize and customize their own information access
➢ Documentation is automatically updated when new information becomes available
➢ A modern Web based solution that is accessible from every standard industry deployed web browser
➢ Seamless integration with information portals and service applications
➢ In-built connectors for all common data types and an easy-to-use API that allows proprietary data sources to be incorporated into the iSolve documentation solution

iSolve Technical Reference for Mainframe Benefits

➢ Subscription licensing safeguards lower TCO when compared with Support subscriptions existing solutions (E.g. Quick-Ref), while all technical manuals will always be incorporated within iSolve, whether the ISV/IHV exists today or not. Thus when the manual is published or available, it can be incorporated within the iSolve solution.
➢ iSolve pricing is not based on Mainframe Capacity (E.g. MIPS/MSU), so continuity of usage and associated cost is assured.
➢ Mainframe usability is only one application of the iSolve solution, whereas iSolve can be the only solution required to maximize Problem resolution efficiencies for all IT platforms.
➢ Empower End Users and Help Desk personnel to solve problems without escalation, thus lowering Problem Resolution costs, and increasing Line Of Business (LOB) application Service Level metrics.
➢ The same ability to look-up individual messages as per Quick-Ref and display information in a similar way (E.g. The specific message text), while providing access to all other information sources…

Problem resolution TCO reduction via intelligent & timely information provision, enabling user based self help!

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