

# IONA Professional Services

## Dedicated On-Site Consultant

### Benefits

- Improves ROI and reduces time to market by providing realtime access to IONA's extensive distributed computing expertise.
- Enables you to take full advantage of the latest IONA product features.
- Ensures that IONA products are deployed in a way that maximizes performance and scalability.
- Reduces the learning curve for in-house development teams.
- Improves response time on support issues, via onsite presence.
- Quicker integration, through proven development and integration process.
- Provides knowledge across full scope of IONA products.

Make the most of your infrastructure spending by investing in an IONA Dedicated On-Site Consultant with in-depth knowledge of how IONA products are best used and applied in your organization. An IONA Dedicated On-Site Consultant can assist with the architecture, design, development, integration, rollout and support of major IT initiatives within your enterprise. No matter how complex your requirements are, they can help you develop an effective integration solution. Working closely with your team to provide appropriate project and product support, your consultant will ensure that you take full advantage of the latest IONA product features that address your specific requirements and help you to optimize performance and scalability. IONA Dedicated On-Site Consultants are available for either six-month or one-year engagements to help you architect, develop and deploy the most basic to the most complex business systems.

### Prerequisites

You must have an existing IONA Elevated Support contract in place to take advantage of this offering.

### Features

- On-site product technical expertise.
- Assistance with the architecture, design, development, integration, rollout, support and optimization of applications using IONA products.
- In-depth knowledge of how IONA products are best used and applied in your environment.
- Quick response to product issues.
- Insight into the latest IONA product developments.
- Access to IONA's proven integration methodology to ensure rapid development.
- On-site knowledge transfer.

## Service Deliverables

Some sample activities are listed below, but your IONA Professional Services consultant will work with you to develop a customized plan of action that meets your unique requirements and helps ensure your success. This plan is developed on a quarterly basis by the IONA Dedicated On-Site Consultant and you, to define service deliverables in a given quarter. Sample activities include:

- Providing project planning, architecture and design services.
- Developing a proof of concept to validate our technology's ability to meet specific requirements.
- Helping to develop an application.
- Maximizing application performance.
- Resolving configuration or deployment issues.
- Enabling additional functionality.
- Eliminating scalability problems.
- Identifying potential security breaches.
- Answering product questions.
- Optimizing your organization's IT infrastructure.
- Migrating applications to newer, more powerful versions of IONA products.
- Implementing IONA's proven methodology to ensure rapid development.
- Driving the use of industry best practices, tool sets and reusable patterns.
- Providing mentoring in IONA products or technologies.
- Additionally, your IONA Dedicated On-Site Consultant is always available to provide "ad hoc" advice.

If you require an account manager to manage the resolution of your product issues and requirements, coordinate support services throughout your multifunctional locations, represent your interests in the definition of IONA products and provide updates on product strategy, you should consider the IONA Dedicated On-Site Technical Account Manager program, which is a different offering.

For more information on the many ways that an IONA Dedicated On-Site Consultant can help your organization's integration efforts, please call +1 800 672 4948 (US only) or +1 781 902 8000 (outside US), or e-mail us at [services@iona.com](mailto:services@iona.com).

## Why IONA Professional Services?

IONA Professional Services is a recognized thought leader for CORBA solutions, service-oriented architectures, Web services integration, and collaborative IT infrastructures. We offer a high-value consultancy to help you solve your toughest IT challenges and recognize significant ROI.

With a customer list spanning the Global 5000, IONA Professional Services delivers industry-specific knowledge and IT expertise. Customers engage us to stay ahead of the competition, reduce risk, and drive down project cost and delivery.

**Did you know that IONA offers training courses throughout the world?  
Visit [www.iona.com/iu](http://www.iona.com/iu) for more information or contact [iu@iona.com](mailto:iu@iona.com).**

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### Corporate Headquarters

IONA Technologies PLC  
The IONA Building  
Shelbourne Road  
Dublin 4  
Ireland  
Tel: +353 1 637 2000  
Fax: +353 1 637 2888

### US Headquarters

IONA Technologies, Inc.  
200 West Street  
Waltham, MA 02451  
USA  
Tel: +1 781 902 8000  
Fax: +1 781 902 8001

### Asia-Pacific Headquarters

IONA Technologies Japan, Ltd  
SKI Akasaka Building  
3-21-16 Akasaka  
Minato-ku, Tokyo  
Japan 107-0052  
Tel: +813 3560 5611  
Fax: +813 3560 5612

Sales: [info@iona.com](mailto:info@iona.com)

FTP site: [ftp.iona.com](http://ftp.iona.com)  
[www.iona.com](http://www.iona.com)