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simple · effective · distinctive

Responsiv Assist

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Responsiv Assist

Remote support for incident response, cloud managed services, operator and developer assistance, upgrades, patches, and more.

Reduce your dependency on internal resources, and allow them to focus on key business objectives for service transformation and efficiency.

Cost effective, ad-hoc, expert support for your IT installations.

Access deep-skilled experts; only when you need them.

Ad-Hoc Remote Support

Access expert advice and support when, *and only when*, you need it.

Associated Technology

Responsiv Assist experts support a range of technologies and products.

Credit-Based Ticket System

Credit-based ticket system streamlines access to technical support.

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Use Responsiv Assist...

Managed Service	Cloud managed services are provided by Assist, and includes deploying, hosting, and managing the platform.
Reduce Costs	Access expert skills remotely and only when you need them. Save on FTE salaries to support your installations.
Upgrades	Upgrade to the latest or more recent version of your software/middleware. Access patches for supported installations.
Investigation	Discover ways to optimise your software licences and environments. Receive reports with expert recommendations.
Service Recovery	Support self-developed applications and access skills to recover applications and systems after an incident
Development	Remote development services to support existing projects with experience and skills, or deliver a defined outcome.
Root Cause	Receive a root cause investigation to determine how best to permanently fix the problem.

IBM

- IBM Cloud Pak for Integration
- IBM MQ Express, IBM MQ Standard, IBM MQ Advanced
- IBM App Connect Enterprise, IBM App Connect Professional
- IBM WebSphere
- IBM DataPower
- IBM Cloud Pak for Automation
- IBM Business Automation Workflow
- IBM ODM Server Express, IBM ODM Server
- IBM Cloud Pak for Security
- IBM Security Identity and Access Manager
- IBM Guardium
- IBM AIX
- IBM Z/OS

OpenSource

- Keycloak
- Kong
- Red Hat Enterprise Linux
- Red Hat Ansible
- Centos O/S
- Shell Scripting

Technology and Languages

- Java, Javascript, C, C++, Python Development
- Databases (DB2, Postgres, Mongo, SQL Server)

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Responsiv Assist Support

Effectively supporting your IT and teams

Advanced

A lightweight managed service for your Responsiv Unity enabled installations. Access active monitoring, incident response, patching and upgrades, and ad-hoc support.

Extended

Extend support for your end-of-life/support installations to prolong their use, or maintain them until they can be upgraded.

Flex

Access expert skills at any time to support administrators and developers in all aspects of a business technology environment, including document and code reviews, service recovery, development support, and more.

Hypercare

Use on the lead up to, and immediately after application is released to production to reduce the risk of disruption of a failed project launch, improve user testing, and improve problem identification and resolution.

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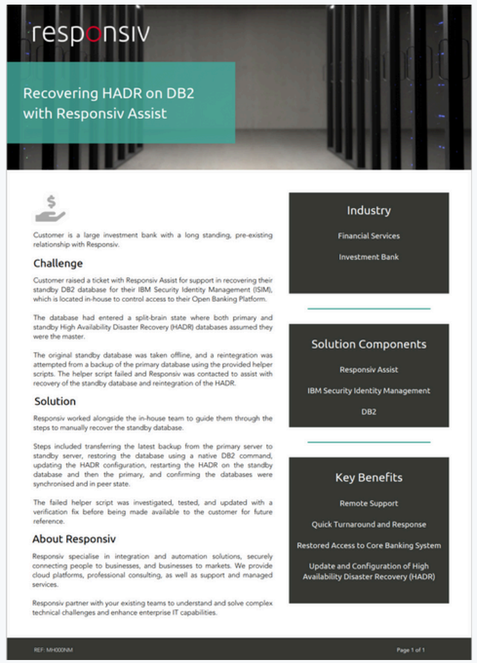
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Recovering HADR on DB2 with Responsiv Assist

Customer is a large investment bank with a long standing, pre-existing relationship with Responsiv.

Challenge

Customer raised a ticket with Responsiv Assist for support in recovering their standby DB2 database for their IBM Security Identity Management (ISIM), which is located in-house to control access to their Open Banking Platform.

The database had entered a split-brain state where both primary and standby High Availability Disaster Recovery (HADR) databases assumed they were the master.

The original standby database was taken offline, and a reintegration was attempted from a backup of the primary database using the provided helper scripts. The helper script failed and Responsiv was contacted to assist with recovery of the standby database and reintegration of the HADR.

Solution

Responsiv worked alongside the in-house team to guide them through the steps to manually recover the standby database.

Steps included transferring the latest backup from the primary server to standby server, restoring the database using a native DB2 command, updating the HADR configuration, restarting the HADR on the standby database and then the primary, and confirming the databases were synchronised and in peer state.

The failed helper script was investigated, tested, and updated with a verification fix before being made available to the customer for future reference.

About Responsiv

Responsiv specialise in integration and automation solutions, securely connecting people to businesses, and businesses to markets. We provide cloud platforms, professional consulting, as well as support and managed services.

Responsiv partner with your existing teams to understand and solve complex technical challenges and enhance enterprise IT capabilities.

Industry

Financial Services

Investment Bank

Solution Components

Responsiv Assist

IBM Security Identity Management

DB2

Key Benefits

Remote Support

Quick Turnaround and Response

Restored Access to Core Banking System

Update and Configuration of High Availability Disaster Recovery (HADR)

REF: MH00NM

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*click the images to read the full case studies

Find out how Responsiv Assist supported this International Bank in recovering their DB2 database after the helper scripts had failed. Responsiv Assist directed the in-house teams through the steps to recover the database, restoring access to the core banking system.

Case Study

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Contact Responsiv

Contact us today to find out how Responsiv Assist can support you!

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