



IBM Sterling Warehouse Management Support Services

Extend the life, reduce the cost

KEY BENEFITS

Unmatched depth of product experience for faster troubleshooting and enhancement development

Rapid customization to support your strategic initiatives

Lower overall support costs with predictable monthly billing

Tier 1 mission critical support 24x7, plus level 2 and 3 support to minimize downtime

Bug fixes, enhancements, customizations, and release management for versions above 9.1.x

Technology stack recertification (databases, operating systems, etc.) so you can continue to use the product

In 2012 IBM contracted Bridge Solutions Group to provide product engineering services for the IBM Sterling Warehouse Management System (Sterling WMS). IBM recognized that Bridge Solutions' depth of Sterling WMS experience exceeded their own. By leveraging our skillset they could deliver more enhancements at a lower cost.

Specifically, we completed all the engineering work for versions 9.3, 9.4, and 9.5 of Sterling WMS, including technology stack recertification. And we've been responsible for all Level 3 support and WMS fix packs since 2012 as well.

In addition, we have active projects with 45% of the Sterling WMS customer base, and provide managed services and support to 20%, some since 2013.

In short, there's simply no business partner with more Sterling WMS expertise than Bridge Solutions. What does that mean for you?

Now that IBM has announced the End of Marketing we can help you extend the life of Sterling WMS and reduce your costs three ways...



Production Support

- Phone, email, internet based support
- Tier 1 mission critical support 24x7
- Level 2 and 3 support
- Configuration changes
- Remote Diagnostics for Production Issues

Engineering Support

- Product customizations and enhancements
- Bug fixes for system customizations
- Integrations
- Technology stack recertification
- Performance assessments and tuning

Environment Management

- Environment Management and Monitoring (Production, Staging, Test, etc.)
- Work with your infrastructure team to create a highly available and responsive environment
- Monthly and quarterly reviews to monitor overall health of the environment and assist with capacity planning to ensure that your WMS system is running within your mission critical SLA's

Further, if you buy the source code, we can build any customizations required to support your future strategic initiatives. And, if you want RF device flexibility, we've developed Gazelle, an Angular RF framework that allows you to use any device (tablet, mobile, etc.) that supports HTML 5 to execute warehouse tasks.

Our total commitment to Sterling WMS customers is evident in the experience of our employees. Our Sterling WMS resources average 5+ years of experience, and several have been involved with development of the product since it was first released over 20 years ago. This means we're familiar with

every nuance of the product. Nobody knows it better, and you can count on us.

Contact Us Today

To discuss how we can help you reduce your Sterling WMS support costs:

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