TIBCO Managed Services

Empowering Integration Excellence with XTIVIA

With over 15 years of integration experience, XTIVIA is well-versed in the TIBCO platform, offering reliable and stable service delivery to our clients. We don't just provide services; we partner with our clients to achieve success through a collaborative approach. By involving our customers in periodic service and technology reviews, we identify service gaps and technology upgrades to keep them at the forefront of technological transformation.

Our Goals:

- **Increased ROI:** Optimal application and environment management.
- **Lower Operational Expenditure:** Predictable costs and reduced ownership costs.
- **Reduced Downtime:** Proactive monitoring and a preventative approach.
- **Value-Adds:** Enabling IT staff to focus on value-added activities for improved business outcomes.

Flexible Support Packages

Choose the support package that best suits your needs:

- **Gold:** 24/7 or 24/5 coverage
- **Silver:** 16/5 coverage
- **Bronze:** 10/5 coverage
- **Custom:** XTIVIA will customize as per client needs/timezone coverage

Proactive Monitoring

- **360-Degree Monitoring:** Continuous monitoring of services, applications, and environments.
- **Event Filtering:** Identifying and prioritizing critical events.
- **Multi-Channel Notifications:** Alerts via email or messaging tools.

Application Administration

- **Qualified Support Staff:** Industry best standards ensure efficient administration of your environments.
- **Ensuring Stability, Performance, and Integrity:** Maintain optimal performance and reliability of applications and associated components.

Customizations / New Implementations

Our certified experts assist with every step, from solution design to implementation and ongoing support, aligning with best-in-class standards. We also help streamline analytics to discover efficiencies within your business.

Development and Management Tools

- **State-of-the-Art Tools:** JIRA, ITIL-based SM tools, Confluence.
- **Dedicated Contact Number:** Improved reachability.
- **Client Accessible Dashboards:** Key metrics for productivity, efficiency, and visibility.

Patches & Upgrades

To keep your system up-to-date with new features, our team handles TIBCO upgrades and fix packs, ensuring system health and performance post-implementation. This enables your IT teams to focus more on strategic initiatives.

Client Reporting

XTIVIA ensures the highest visibility and communication on key events impacting your business and IT systems, including:

- **Status of Issues and Changes:** Regular updates.
- **SLA Violations and Mitigation:** Understanding and addressing violations.
- **Planned Outages or Changes:** Advance notice of scheduled maintenance.

XTIVIA Managed Services Framework

Our systematic approach ensures the involvement of people, processes, and technology to understand business and support needs. This leads to efficient service design and deployment for effective service delivery and continuous service improvements.
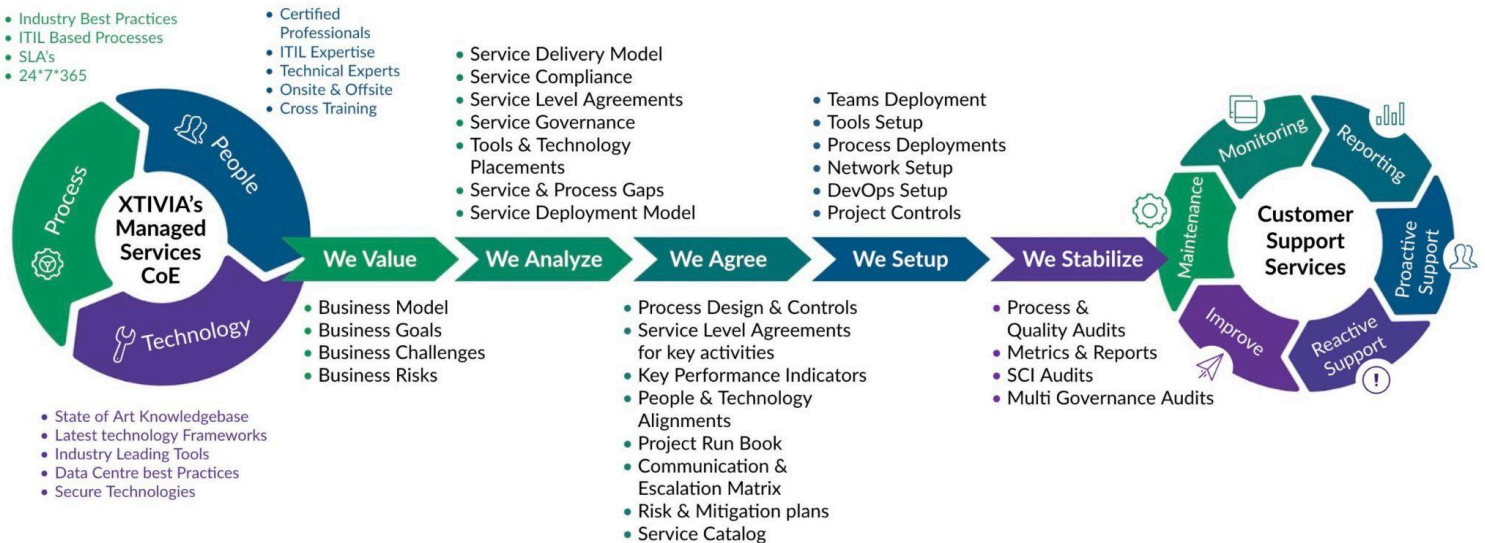
TIBCO Integration Service Catalog

XTIVIA's TIBCO Integration Service Catalog is designed to address the diverse integration needs of modern enterprises. Our comprehensive catalog includes a wide range of services that ensure seamless integration, robust performance, and continuous improvement of your TIBCO environment. Whether you need API services, ESB services, or performance engineering, our tailored solutions are crafted to optimize your business processes and enhance operational efficiency. Explore our service catalog to discover how we can support and elevate your integration strategy.

API Services	ESB Services	Messaging Services
- API Identification - API Discovery - API Design & Implantation - API Governance & Monitoring	- File based Integrations - Message-based Integrations - Data based integrations - API based Integrations - Batch processing - Enhancements and Development	- Queue and Topic configurations - Factory Configurations - JNDI configurations - Bridge Configurations
Monitoring Services	**Migration and Transformation Services**	**Assessment Services**
- TIBCO Administrator - Hawk Rules - B2B Transactions - BPM Monitoring	- BW6 Migrations - BWCE Migrations - Service to API rationalization - Legacy Service decommissioning - Testing and Delivery	- Business Value Assessment - Architecture assessment - Cloud Assessment - Proof of technology/Concept - API Governance and roadmap
Architecture Services	**Technical Support Services**	**Performance Engineering**
- Architecture Consulting - Design Validations - Proof of concepts - Reference Architecture - Security Patterns - CI/CD Pipeline Management	- Architecture & Infrastructure Consulting - S/W Installations and components setups - API Management (Incl Security Policies) - JVM & performance tuning. - Configurations and data backups - Database Maintenance and administration - TIBCO Administration - Troubleshooting & Fixing application issues. - Dependency Management - Access Management	- Load Tests and SLA Validations - JVM Optimizations - Analyzing and fixing Memory leaks - Monitoring, Tuning memory and CPU allocations

TIBCO Environments Supported

XTIVIA supports a wide range of TIBCO environments to meet your business needs, including:

- TIBCO BW5.x Ecosystem
- TIBCO BW6.x Ecosystem
- TIBCO EMS and TIBCO Hawk On-Premises
- TIBCO Business Events
- TIBCO Active Spaces
- TIBCO iProcess and Active Metrics

Our Clientele

XTIVIA Overview

XTIVIA is a proven technology integration and innovation company known for delivering leading-edge technology solutions to our client's specific requirements, regardless of project complexity. Since 1992, our success stems from a demonstrated ability to deliver deep expertise via professional services, empowering clients to successfully, competitively, and profitably leverage their chosen technology. XTIVIA has offices in Colorado, New York, New Jersey, Texas, Virginia, and India. www.xtivia.com