



# NonStop Succession Planning Service

*TCM recognises the difficulty of securing the long-term future of your NonStop resource. Whilst NonStop remains the world's No.1 choice for Mission-Critical applications, identifying and retaining resource with the appropriate level of skill and experience represents an ever-growing challenge. With the mature nature of this particular workforce, the focus for NonStop managers must become identifying methods to remove the risk of losing this critical, niche skillset.*

*TCM identified this threat to NonStop operations some time ago, and put a mechanism in place to help combat its greater effects. Through our Remote Service capability and the development of new NonStop resource at our Centre of Excellence, TCM has the ability to ensure successive NonStop resource for our customers, now and into the future.*

*TCM's NonStop Succession Planning services provide a safety net for organisations concerned with the long-term stability of their NonStop resourcing strategy. TCM has devised a range of options for organisations looking to tie down their long-term resourcing requirements:*

- *Backup/Failsafe Succession – TCM is engaged as a backup or failsafe supplier, in the event of a sudden loss of resource, requiring immediate fulfillment.*
- *Planned/Staged Succession – TCM is engaged to replace resource in a planned, managed manner, as required.*
- *Full Succession – TCM is engaged to fully manage your NonStop Systems and will take on your existing resource as TCM employees.*

## TCM NonStop Succession Planning Levels

### **Backup/Failsafe**

Many organisations have succession plans in place and feel comfortable they are capable of finding replacement resource as and when required. However, TCM has encountered circumstances where even the most confident of organisations has been left exposed by a sudden or unexpected loss of key resource.

Through our Backup/Failsafe agreement, TCM would act as a supplier of immediate replacement resource in such circumstances where an organization is incapable of identifying the appropriate replacement resource either due to time or quality pressures.

TCM will take time to perform certain pre-transition activities to gather information, learn key processes and procedures etc. and in doing so prepare for the immediate adoption of the responsibilities required.



### **Planned/Staged Succession**

If an organization wishes to protect against future resource shortage, TCM can be engaged to provide planned resource succession. In this circumstance, TCM would initially consult the customer to conduct the aforementioned pre-transition activities, aimed at educating and acclimatising TCM to the customer's systems and processes.

When the customer becomes aware of an impending resource gap they shall notify TCM immediately who will then begin a process of formal transition. This transitional shall ensure TCM is placed to capture key knowledge that otherwise might be lost with the departing staff member.

TCM would repeat this process for all subsequent appointments.

Should the customer have multiple resources requiring replacement it may be prudent for TCM to take on the provision of NonStop support as part of a fully managed service. Such a setup may involve TCM taking on the day-to-day management and scheduling for the Customer's NonStop estate, including the remaining customer team members. TCM would manage a mixed team of customer and TCM staff, assigning workloads and responsibilities, with the customer retaining overall control of the service, setting targets and objectives for the team.

### **Full Succession**

Full Succession to TCM would involve taking a planned/staged approach as mentioned above, where TCM would begin to take on responsibilities and supplement the Customers team with TCM resource. However, the end point for this service would involve TCM taking on full responsibility and control of the NonStop support function as part of a Fully Managed Service.

In this instance, TCM would provide the service with either a team of TCM consultants, or with a mix of TCM and customer staff who have transferred to TCM.

TCM would then provide the customer with a simple, single-point of contact for their NonStop management, with the quality of service monitored through high-performance SLA's and customer targets. TCM assume all risk, with the customer free to focus on achieving their core business objectives.

## **WHY TCM?**

**TCM is the UK's No.1 NonStop Services provider**

**TCM can provide complete management for your NonStop estate, which includes the hardware and operating system management**

**TCM has hardware and software system specialists each with over 20 years of proven NonStop experience working for them**

**Full portfolio of lifecycle services on NonStop**

**Proven Customer references across multiple market sectors**

**Never failed an SLA, never lost a customer!**



*We are the **proven** experts – with 20 years experience in delivering NonStop services to the world's largest organisations  
We are on **your** side – TCM is an independent, experienced provider, actively looking for solutions that benefit our clients*



HM Government  
**G-Cloud**  
Supplier

