



Customer Solutions Engineering

No matter your journey, Rocket Software has the expertise to get you to where you want to be



Introduction

Increasing customer demands, capitalizing on new revenue opportunities, and the need for bottom-line results are top of mind for IT leaders. But moving your business forward isn't easy given skill shortages, constant security threats, changing regulations, and growing infrastructure complexity. On top of that, you must balance near-term needs with long-term goals to satisfy customers, shareholders, and employees.

We know these challenges. With more than 30 years of experience developing and delivering enterprise-class solutions, our Customer Solutions Engineering team continues to help thousands of customers plan and execute projects with lasting impact. As your partner, we place emphasis on understanding your people, culture, and ambitions, and aligning our services and delivery to your unique needs. We strive to simplify the complex by offering the right amount of advice and services through every phase of your product ownership journey, providing your team the skills and confidence to realize your desired outcomes.



Enabling you throughout your journey

First stage, late stage, or any stage, Rocket Software's Customer Solutions Engineering team is focused on the success of your modernization journey.

Discovery

- Analytic and advisory services
- Solution design

Value realization

- Implementation services
- Training and mentoring
- Integration services

Optimization

- Health checks, security and compliance assessments
- Product upgrades
- Hybrid cloud implementation
- Rehosting and replatforming
- Custom development



Our modernization strategy was always centered around leveraging our mainframe data stores and decades of development. Rocket's collaboration has been a major asset in finding tactical solutions and ensuring success through each stage of execution."

GARY FUSCO

Group Vice President, Infrastructure Engineering and Operations, M&T Bank

Our approach and capabilities



Unmatched product and platform experience

Our Customer Solutions Engineers have delivered our solutions engineers have delivered thousands of successful projects across every industry.



Bench-strength to innovate

Our Customer Solutions Engineers have direct access to Rocket product experts, expanding the approaches and range of solutions we provide.



Proven methodologies; proven results

Package solutions leverage Rocket's experience to deliver superior outcomes. Created and refined based on thousands of engagements, we guarantee your success, and that's a promise we stand by.



Flexibility to meet you where you are

Because every customer is different, we tailor our solutions to your unique needs.



Modernize without disruption

Realize outstanding time-to-value and avoid costly missteps. Keep customers satisfied and employees productive with intelligent approaches to complex problems.



Partnership that delivers lasting results

Successful modernization projects are as much about people as they are about technology. Guided by our values, we are committed to making our customers successful.

Rocket Software's professional services are designed to deliver confidence, self-sufficiency, and value **so you get the most from your Rocket products.**



2,500 Rocketeers around the world to support you



30 years of experience implementing and optimizing Rocket solutions



Thousands of exceptional customer outcomes



About Rocket Software

Rocket Software partners with the largest Fortune 1000 organizations to solve their most complex IT challenges across Applications, Data and Infrastructure. Rocket Software brings customers from where they are in their modernization journey to where they want to be by architecting innovative solutions that deliver next-generation experiences. Over 10 million global IT and business professionals trust Rocket Software to deliver solutions that improve responsiveness to change and optimize workloads. Rocket Software enables organizations to modernize in place with a hybrid cloud strategy to protect investment, decrease risk and reduce time to value. Rocket Software is a privately held U.S. corporation headquartered in the Boston area with centers of excellence strategically located throughout North America, Europe, Asia and Australia. Rocket Software is a portfolio company of Bain Capital Private Equity. Follow Rocket Software on [LinkedIn](#) and [Twitter](#).

The future won't wait—modernize today.

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