



Highlights

- Offers a single point of contact for multivendor network solutions, including remote and onsite support, parts logistics and billing
 - Helps improve systems availability through problem-source identification and resolution
 - Helps reduce costs and risks associated with supporting new Palo Alto Networks products in your environment
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Managed maintenance solution for Palo Alto Networks products

Help reduce total cost of ownership through a single support provider

It is important to optimize your network infrastructure for performance and efficiency. Many organizations take a “best-of-class” approach to networks, resulting in multiple hardware vendors. Your organization may use Palo Alto Networks products to drive enhanced security in your network environment. However, when something goes wrong in a multivendor environment, it can be time-consuming and costly to handle multiple original equipment manufacturer (OEM) contracts and determine the source of the problem. You need to centralize support for your Palo Alto Networks products, as well as other products in your environment.

IBM® Hardware Maintenance Services – Maintenance for non-IBM products – managed maintenance solution (MMS) for Palo Alto Networks products enables you to add Palo Alto Networks support to your new or existing IBM maintenance contract. The benefits of this service can include robust remote technical support for quicker problem-source identification and resolution, local and onsite support, improved system availability and a single point of contact and accountability for Palo Alto Networks and other vendors’ network products covered by an IBM maintenance agreement.

Centralizing support for multivendor network and network security solutions

IBM can serve as a single point of contact for multivendor network products, including remote and onsite support, parts logistics and billing. We have a growing number of OEM companies supported by IBM as part of our multivendor portfolio. The more products you have supported by IBM, the fewer vendors and contracts you need to manage. Our services are designed to provide a more comprehensive approach with the ability to look at your systems and how they interact, helping to arrive at a resolution more quickly while reducing the burden on your in-house staff.



Helping improve systems availability by providing faster problem resolution

Our skilled specialists help you accelerate problem-source identification and resolution in your complex network environment. In addition, IBM works with Palo Alto Networks, as an Authorized Support Center of Palo Alto Networks, to provide Level 3 support, if needed.¹ Through IBM's global network of Client Innovation Centers, we can provide around-the-clock capabilities and better service level agreements (SLAs). In addition, we can implement faster shipping and delivery of replacement parts by stocking parts in specific geographies.

Helping reduce costs and risks associated with supporting new products

We offer competitive prices. We provide contract personalization in terms of duration (yearly or multiyear) and payment (monthly, quarterly or financed). Our services are designed to help increase your uptime and reduce costs and risks associated with downtime. And by extending the life of existing equipment, you can avoid the expense of new hardware.

Why IBM?

IBM provides a virtually unparalleled global support infrastructure covering 127 different languages, with extensive expertise as a manufacturer of hardware and over three decades of experience providing multivendor support. We have the ability to provide a single point of contact for practically all of our clients' IBM and non-IBM hardware needs. IBM Technical Support Services (TSS) supports more than 1,000,000 networking devices worldwide.

For more information

To learn more about IBM Managed Maintenance Solution for Palo Alto Networks products, please contact your IBM representative or visit the following website: ibm.com/services/techsupport

Additionally, IBM Global Financing provides numerous payment options to help you acquire the technology you need to grow your business. We provide full lifecycle management of IT products and services, from acquisition to disposition. For more information, visit: ibm.com/financing



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¹ Level 3 is the last line of support before a problem reaches product development. IBM, as an Authorized Support Center of Palo Alto Networks, has direct access to its Level 3 support, if needed.



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