



# IBM Hardware Maintenance Services

Maintain higher availability and IT performance with IBM Hardware maintenance services

Time is money and downtime is expensive. Help increase your IT staff and user productivity with trusted, single-source technical support to prevent problems and rapidly resolve issues.

## Help prevent outages



Take proactive measures in your IT environment to help prevent downtime and boost performance.



Up to

# 20%

reduced operating costs through outage mitigation and accelerated problem resolution\*.



## Simplify technical support

Enjoy the ease of a single point of contact and accountability for IBM and non-IBM hardware support.

## Help accelerate recovery



Faster recovery means more productivity for your business, less revenue impact and greater satisfaction.

# 94%

first call hardware success rate\*.

## We can be there whenever and wherever you need us



# 23,000

IT support specialists across the world providing support in over 200 countries and more than 120 languages.



We move approximately

# 27,000

parts to customer locations all over the world each day. 585 parts centres with 1.3 million IBM and non-IBM parts.

## Plus, we can deliver robust services

both onsite and through advanced means, such as near-real-time electronic monitoring, diagnostics and remote repair.



Boost your confidence in your hardware systems with IBM on your team.

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