Our Mission
To help clients achieve their service availability and resiliency goals and maximize the value they receive from their IT infrastructures.

The High Availability Center of Competency (HACoC) taps technology and service management experts from across IBM and the industry. We collaborate with clients to assess their current IT infrastructures and delivery practices, and define the strategy and solutions needed to help them reach their availability goals.

The Best of IBM
The HACoC assembles elite teams of experts in High Availability, Service Management, IBM Systems, Storage, and Middleware from the development and test labs to work with our clients.

Learn from Best Practices
The HACoC helps clients apply IT Resiliency Best Practices to meet business requirements through:

- A focus on how the IT infrastructure impacts service availability to the business
- A cross-organizational approach to service availability that focuses on how the technology is implemented and how the service is managed
- Extensive knowledge of industry trends, availability challenges, and solutions from working with hundreds of clients across every industry
- Expertise in Availability and Service Management through participation in the IT Service Management (ITSM) and ITIL® Communities
- An understanding of how emerging technologies impact IT service availability

Proven, Flexible Methodology
The HACoC uses a collaborative workshop model that is customized for each client’s needs, engagement scope, and budget. Our workshops can be conducted in-person or remotely.
Extensive Capabilities

The HACoC understands that each client’s IT resiliency needs vary based on requirements of its business. From our rich portfolio of capabilities, we can tailor an engagement for your specific IT resiliency goals.

Proven Value to Clients

Since its founding in 2005, the HACoC has delighted hundreds of clients in various industries around the world with a compelling mix of partnership and collaboration, knowledge of resiliency best practices, and expertise from across IBM.

Comprehensive report

At the conclusion of an HACoC engagement, the client receives a written report consisting of:

- Executive Summary with key findings, a maturity assessment, and a resiliency improvement roadmap.
- Detailed observations, gaps, and recommendations, organized by technology and service management topics in scope. Each recommendation includes an observation summary, recommended action, and recommendation benefit.

Collaboration and knowledge sharing

Your IT and service management experts will:

- Collaborate with top IBM Subject Matter Experts. These relationships often last beyond the conclusion of the assessment.
- See how their areas fit into and affect the resiliency of your end-to-end IT landscape.
- Learn about IT resiliency best practices and trends.