IBM

Highlights

- Offers a single point of contact for multi-vendor 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 F5 products in your environment

Managed maintenance solution for F5 products

Help reduce total cost of ownership through a single support provider

In today's IT environment, it is imperative that your network infrastructure is optimized for performance and efficiency. Many organizations take a "best of breed" approach to networks, resulting in multiple hardware vendors. Your organization may use F5 Networks products, such as Application Delivery Controllers (ADCs), for load balancing web, application and database servers, as well as network security solutions. But when there are problems in your multivendor environment, coordinating multiple original equipment manufacturer (OEM) contracts and isolating the problem source can be complex. You need a single point of contact to support F5 products and other network products.

IBM® Hardware Maintenance Services – Maintenance for non-IBM products – managed maintenance solution (MMS) for F5 products helps provide robust remote and onsite technical support for faster problem-source identification and resolution, as well as improved system availability. Our solution can serve as a single point of contact for F5 products and other network security products covered under a new or existing agreement with IBM. IBM works with F5, via F5's Unity Partner Program, on issues that require F5's Level 3 support.[1]

Offering a single point of contact for multivendor network maintenance

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 robust approach with the ability to look at your systems and how they interact, helping to arrive at a resolution more quickly while alleviating the burden on your in-house staff.

Helping improve systems availability by providing faster problem resolution

IBM specialists provide remote and local technical support for F5 and other covered OEM products to help accelerate problem-source identification and resolution. Through our global network of IBM 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. And if Level 3 support is necessary, IBM can work with F5 Networks—through F5's Unity Partner Program—to provide Level 3 support.

Helping reduce costs and risks associated with supporting F5 technologies

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. They also help extend the life of existing equipment, helping you avoid the expense of new hardware. In addition, IBM can be your single source to procure F5 Networks products along with maintenance and technical support.

Why IBM?

IBM can provide a virtually unparalleled global support infrastructure covering 127 different languages, and has extensive expertise as a manufacturer of hardware—along with three decades of experience providing multivendor support. We have the ability to function as a single point of contact for practically all of our clients' IBM and non-IBM technician support needs, including providing a single source to procure OEM products along with maintenance and technical support. 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 F5 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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