IBM Integrated Support Services

Streamline multivendor IT support to drive innovation, reduce support complexity and decrease costs

Highlights

- Helps reduce IT support complexity and improve availability

- Optimizes business initiatives by providing customizable solution

- Helps enhance equipment return on investment, reduce IT support costs and enable more predictable budgeting

Ideally, your IT infrastructure is optimized and agile—ready to respond to new business initiatives or market demands. Your IT staff's time is devoted to implementing cloud, big data, analytics and social initiatives to increase sales and customer satisfaction. But in the real world, managing the growing complexity of a multivendor IT environment is an ongoing and increasing challenge. With shrinking IT budgets, can you afford to maintain the in-house resources required to continually monitor your IT infrastructure? Can you ensure that causes of outages are quickly identified and resolved to help you avoid the high cost of downtime?

If managing your multivendor IT environment is taking time, resources and budget that could be better spent on growing your business, IBM® Integrated Support Services can provide a more robust, cost-effective solution. Functioning as a single source for multivendor support, IBM can offer a lifecycle solution that helps optimize system availability and reduce IT complexity—keeping your staff focused on core projects that move your business forward.

Helping to reduce IT complexity and improve availability

IBM uses a structured, yet flexible approach to integrated IT support that's designed to result in an actionable solution plan to help:

- Reduce complexity, improve availability
- Save time and costs through more efficient IT environment management and simpler administration
- Adjust IT infrastructure faster to help meet business needs by enhancing IT environment flexibility
- Support more consistent service delivery

IBM has spent years developing various tools and methodologies that can simplify your IT support, such as:

- IBM Technical Support Strategy Framework, which is designed to integrate and encompasses three critical categories—people, processes and technology—that help enable a more comprehensive approach to technical support
- A standardized model designed to assess the maturity of your technical support environment, which can range from ad hoc, to reactive, to proactive and preventive
- A detailed roadmap that assesses your current position and helps determine and prioritize appropriate levels of IT support for your unique environment

IBM's skilled and experienced support specialists work collaboratively with you to facilitate more consistent, enterprise-wide support and to simplify business processes across IT silos. Acting as a single point of contact for hardware and software support, IBM helps reduce the risk of downtime that comes with managing a complex multivendor environment. And if you do experience an outage, you can rely on your IBM team's expertise to help you more quickly identify and resolve its cause—mitigating the negative impact that downtime can have on your business.

Freeing your internal resources to focus on business innovation

IBM's managed IT support services can relieve your staff of the day-to-day burden of IT management. This allows them to concentrate on critical business initiatives that can strengthen your competitive position, while our proactive and predictive services help keep you ahead of problems that could hamper IT service delivery or cause an outage. You can choose from a broad array of premium-level, "add-on" IT support services for a customized solution that can give you the support you need, when and where you need it. IBM can provide:

- Hardware and software delivery management
- Lifecycle maintenance of equipment
- Vendor management (warranty and post-warranty)
- Inventory and asset management
- Availability management
- Change management
- Custom reporting and invoicing

Helping you reduce IT costs through more effective lifecycle maintenance

IBM can provide more visibility into IT environment costs and data, supporting more informed business decisions and investments, which may substantially reduce capital investment and support costs. This can:

- Substantially reduce maintenance costs for end-of-life or end-of-service equipment through a planned refresh strategy of new-for-old equipment replacement under a maintenance agreement
- Allow for the refresh of hardware under operational expense (OPEX) versus capital expenditure (CAPEX) model
- Enable more predictable and consistent budgeting through better equipment lifecycle maintenance, which spreads your cost over the life of the contract
- Optimize warranty coverage by deploying new devices and reducing maintenance costs for warranty-entitled products

Why IBM?

With more than three decades of experience supporting multivendor environments, IBM can offer an established history of support delivery and reliability. IBM can bring time-tested methodologies and sophisticated analytics tools to help reduce IT complexity, avert potential problems and optimize availability. And IBM's collaborative approach to IT infrastructure support is designed to provide a more cost-effective, flexible solution that's customized to your specific needs.

For more information

To learn more about IBM Integrated Support Services, visit the following website:
ibm.com/services

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