

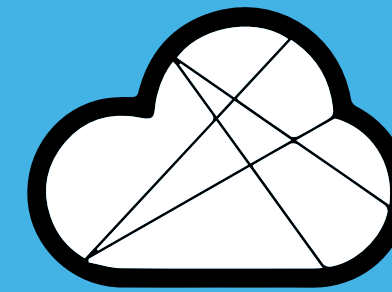
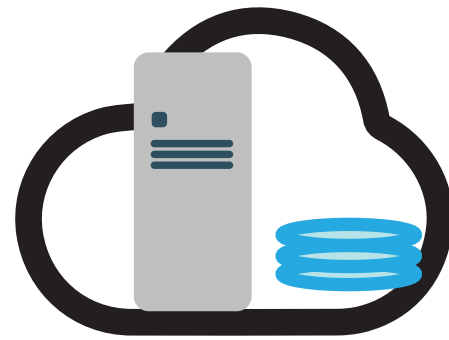
IBM Integrated Managed Infrastructure services

IBM Integrated Managed Infrastructure services really provides a powerful management capability for our clients.



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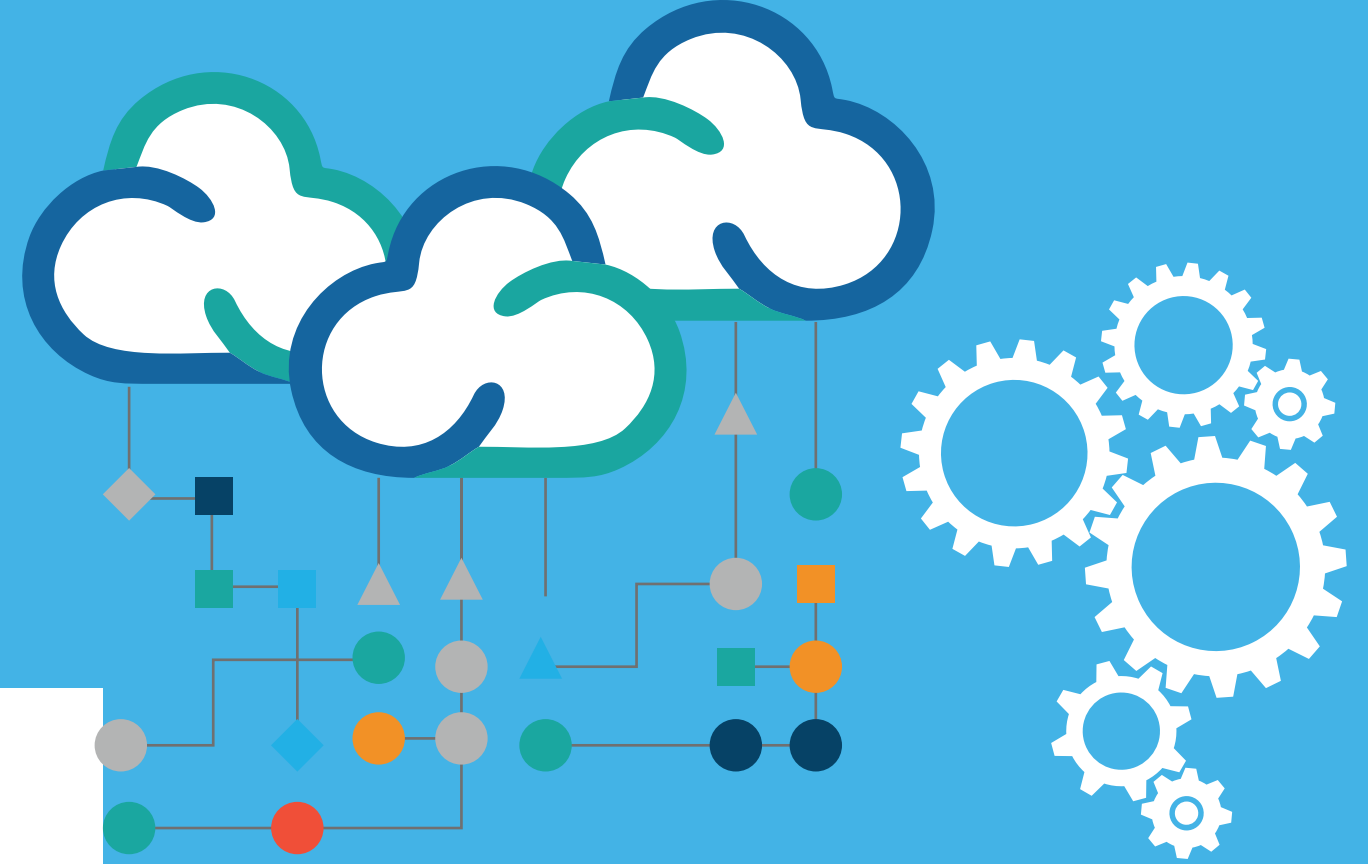
IMI provides that end-to-end solution for your infrastructure. It fuses existing IT infrastructure with new cloud and software defined capabilities, orchestrating all of it. IMI is the engine that optimizes, orchestrates and manages your infrastructure at any location, across any providers.



Private Cloud



Public Cloud



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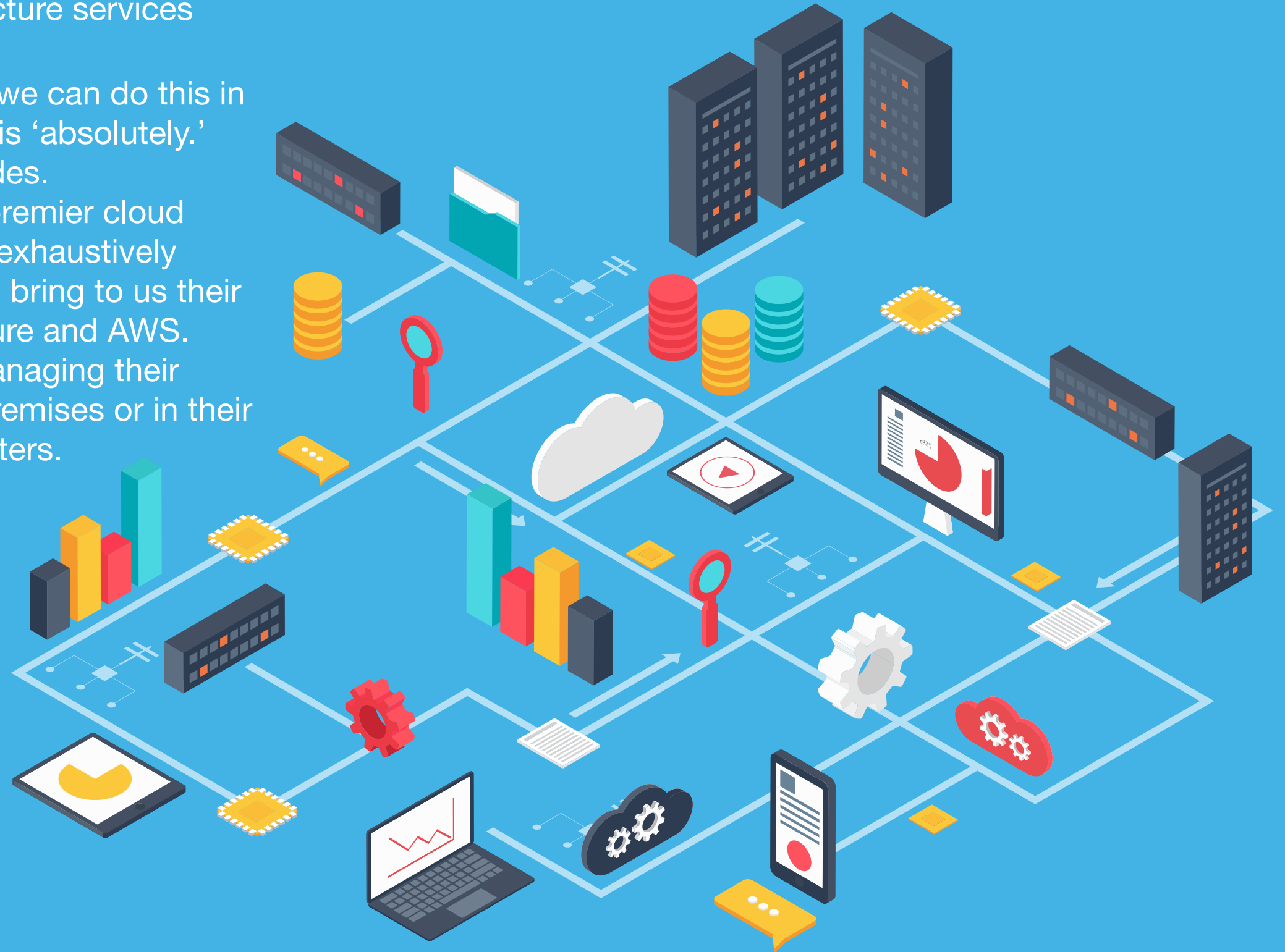
It enables you to decide what services you need and use them. And IMI is modular and consumable as a service, so you can choose the platforms, providers and services you want and use as much as you need in any location you need.



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Some clients have asked whether we can do this in the traditional space? The answer is 'absolutely.' IBM's been in that space for decades.

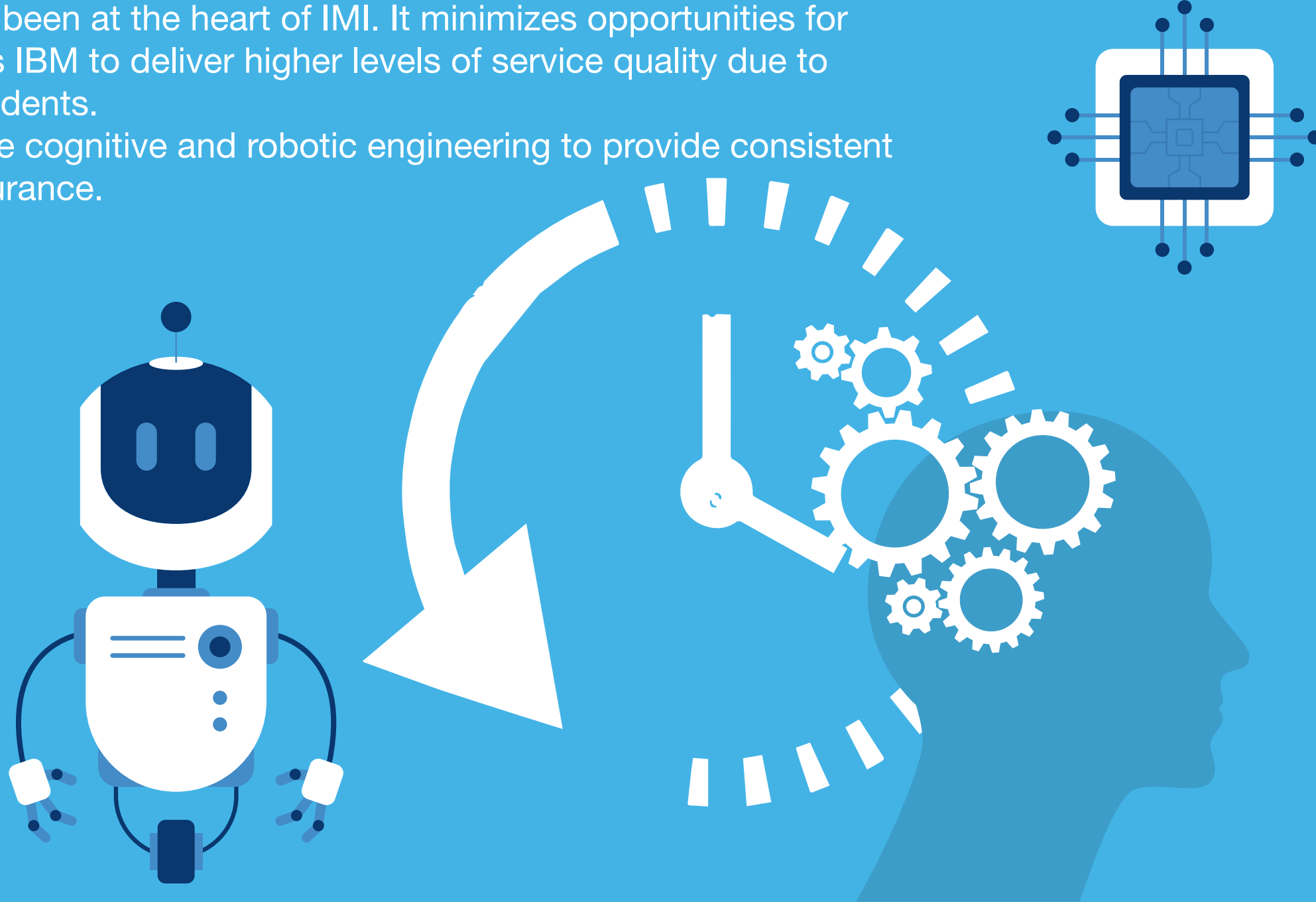
Can we do this on SoftLayer, our premier cloud platform? Absolutely and we do it exhaustively today. But we're also seeing clients bring to us their third-party cloud providers like Azure and AWS. They bring us the challenges of managing their workloads on private clouds, on premises or in their data center or third-party data centers.



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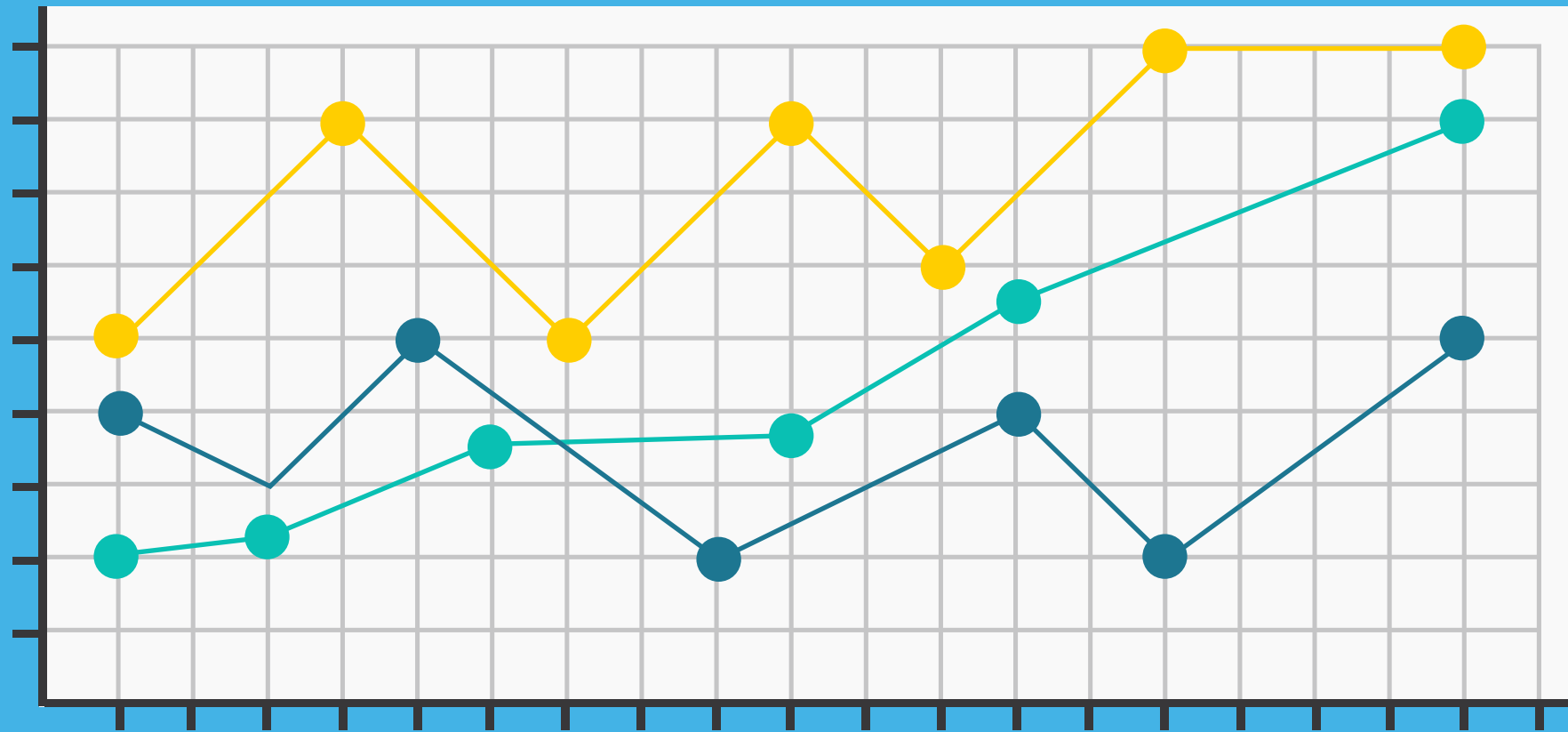
Automation has always been at the heart of IMI. It minimizes opportunities for error, but it also enables IBM to deliver higher levels of service quality due to quick turnaround of incidents.

IMI has the leading edge cognitive and robotic engineering to provide consistent quality and service assurance.



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In client engagements, 64 percent of incidents have been automatically resolved and there has been a 90 percent reduction in resolution time with dynamic automation.



IBM Hybrid Cloud Management – Self Service Catalog

Based on internal IBM assessment, with standardized and repeatable service provisioning, IBM Cloud Deployment Services can cut supply time by up to 85 percent and a catalog of predefined services can reduce demand generation time by up to 70 percent



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Cognitive learning and analytics are a key component of dynamic automation. And so our ability to coalesce all of this into a single integrated managed capability is really what the power of IMI is all about.

