Integrated managed infrastructure services

Simplify managing your enterprise IT infrastructure with modular services from one vendor

Highlights

- Provides design, build and end-to-end managed services for cloud and traditional IT infrastructures

- Enables a cost-effective, flexible, modular, catalog-based approach to managed services

- Helps increase operating efficiency by providing access to specialized talent and a robust range of services and expertise from a single, trusted provider

With IT and business demands growing every day, traditional IT infrastructures are giving way to cloud and diverse enterprise environments that can more easily meet needs for greater scalability, continuous availability and real-time responsiveness. But managing heterogeneous IT on your own can be challenging. It not only shifts your focus and resources from your core responsibilities, but if poorly done, it can also prevent you from realizing any clear benefits from your infrastructure.

IBM Integrated Managed Infrastructure services provides a suite of more than 15 customizable services to help monitor and manage your cloud and traditional IT environment. Our remote infrastructure management services help you reduce downtime, scale operations and improve application availability while keeping your assets within your premises, on SoftLayer® or on other public clouds. Our service packages are designed for flexibility and can include monitoring or managing servers, storage devices, networks, middleware and cloud. We can also include event management, advanced performance and capacity management, and detailed reporting—plus other enhanced capabilities such as automation and analytics.

Delivering design, build and end-to-end monitoring and management services

IBM helps proactively monitor and manage your enterprise infrastructure as well as design and build cloud and traditional IT environments. We can provide simplified IT infrastructure management, monitoring and reporting under a single dashboard to support the full lifecycle of your diverse infrastructure. We follow robust service management practices to provide enterprise-class managed services and to deliver automation at all

levels, from build-deploy to run-manage. We support workloads hosted on premises, on SoftLayer or on a third-party cloud and can improve your IT infrastructure availability with around-the-clock monitoring and management.

Providing cost-effective, modular and catalog-based managed services

Whether you need assistance with a few specific tasks or want more robust outsourcing solutions, you can use our rich catalog of modular services to select and pay for only what you need. We help drive down infrastructure management costs by using virtualization and automation. Plus, we can rapidly scale the supporting infrastructure up or down, based on your requirements. Our remote delivery model combines our vast network of global delivery centers with tested methodologies and expertise. Unlike many traditional managed services arrangements that might compel you to adopt new equipment or IT standards, IBM doesn't require you to update your existing IT investments.

Helping increase efficiency with a wide range of services from a single provider

Our skilled specialists tap into project management disciplines refined through years of experience administering similar projects to deliver clearly scripted services with repeatable methodology. With IBM monitoring or managing your cloud and traditional IT environment, we help take the burden off your in-house staff so it can focus on other priorities. By increasing operating efficiency through continuous service automation and advanced analytics, you can enhance workforce productivity, streamline business processes and gain the flexibility necessary to drive innovation.

Why IBM?

IBM offers a global reach that is virtually unparalleled. We manage critical infrastructure components in more than 400 data centers worldwide. We have the resources and expertise to deliver time-tested services that can provide more predictable and consistent results. And with strong ties to IBM Research, we can continue to improve assets and tools to deliver managed services more efficiently.

For more information

To learn more about IBM Integrated Managed Infrastructure services, please contact your IBM representative, or visit
ibm.com/services/integrated-managed-infrastructure