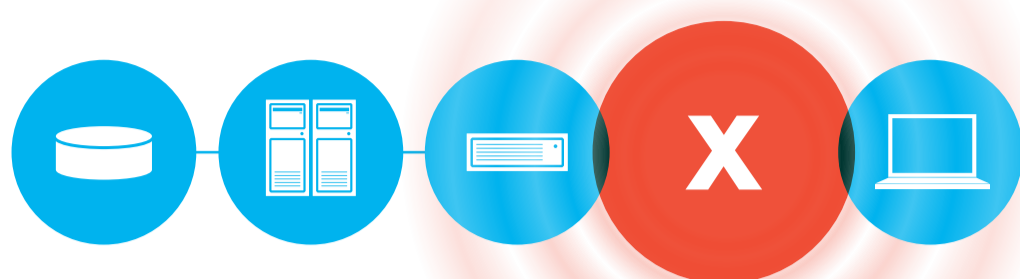


How much is software complexity costing you?

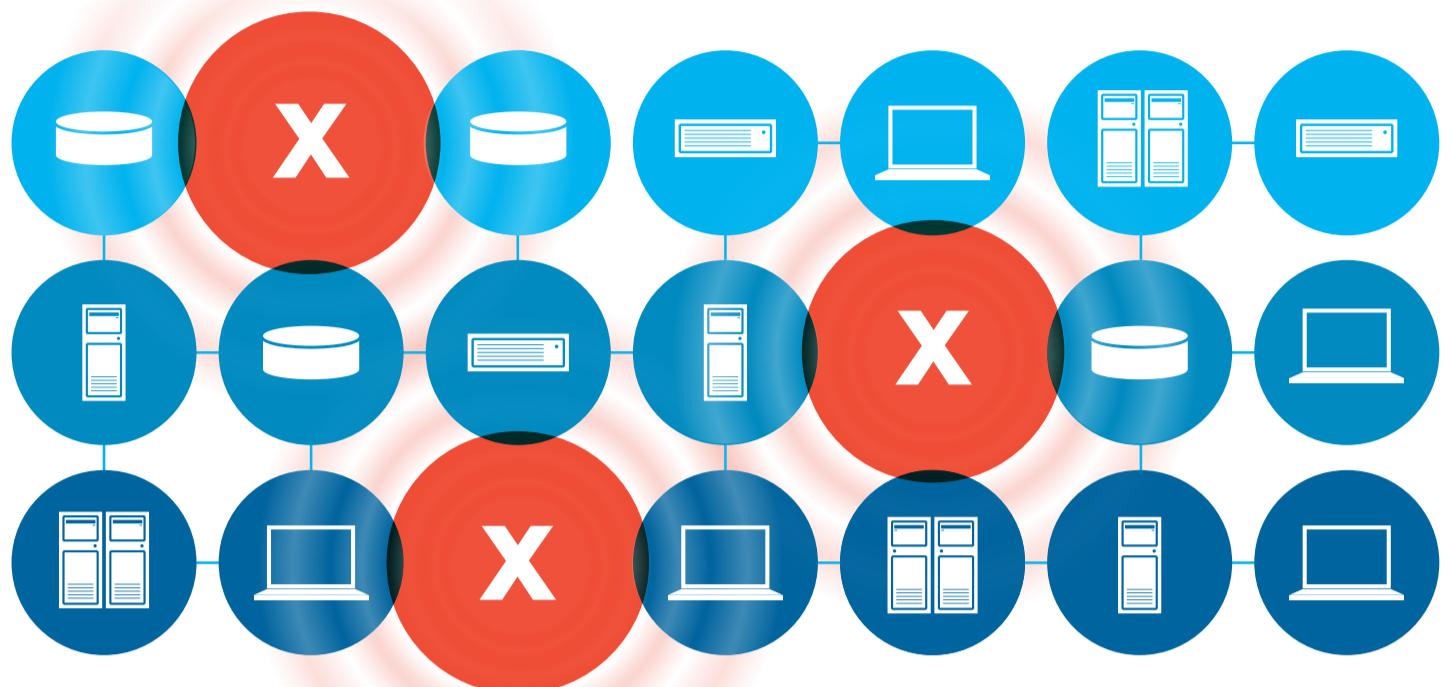


It takes a tightly integrated IT environment to make your business successful. **A single software issue can create havoc.**



The industry average is **2.3 business disruption events per year**, at a cost of **US\$418,071¹**

As software grows more complex—with more vendors, products and versions—the risk of downtime grows exponentially.



In short, managing software isn't easy.



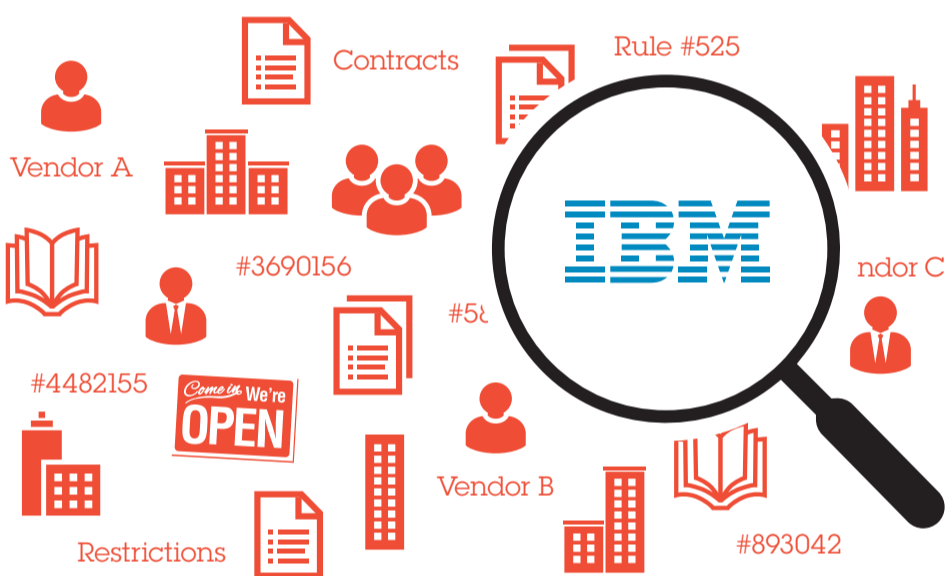
High levels of **software complexity** account for approximately **25%** of maintenance costs²



Software **maintenance** accounts for more than **90%** of the **total cost of software**²



But finding someone to support it **should be.**



Streamline software support with a single point of contact: One communication to IBM can solve it all.

 Unlimited support calls from anyone on your staff, submitted via voice or web	 Extensive experience with thousands of calls handled daily over past 20 years 1.3 million software transactions per year	 Industry recognition: Service and Support Professionals Associate (SSPA) STAR lifetime achievement award ³	 Trained and trusted technical professionals at every support level 24,000 IT support specialists with extensive multivendor experience	 Global support model scalable per client needs 58 call centers worldwide with regional and localized language support
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It's all about time. Make the most of yours.



- **Reduce** the costs and impact of downtime with proactive support services
- **Resolve** outages faster if they do occur to *protect your brand*
- **Harness** deep software expertise
- **Increase** end-user productivity to enhance business results
- **Simplify** support to save *time, resources and costs*
- **Optimize** IT and end-user productivity to enhance business results

Support for a wide variety of IBM and non-IBM operating systems, virtualization solutions, storage software, and more

The downtime buck stops here.



Software complexity is expensive—in dollars, time, lost IT staff and user productivity, and customer satisfaction. Let IBM **show you why** its painful consequences don't have to be a fact of your business life.

[Download an IBM paper now!](#)

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