



IBM Hardware Maintenance Services – maintenance for IBM products

Highlights

- ***Provides quick response and takes responsibility of your problems until closure***
- ***Delivers skills and experience across a broad range of IBM hardware products***
- ***Reduces cost and improves efficiency of managing IT-related issues***

Maintaining your IT infrastructure

Your IT infrastructure is complex – a maze of applications running on a variety of IBM servers, storage and network devices. This complexity can make it difficult to deliver the performance and availability you need to meet demanding service level commitments. Maintaining your IT resources in this environment can be challenging, and lack of response to errors can lead to missed service levels and have an impact on productivity and revenue.

IBM helps you meet these challenges with extensive capabilities that offer:

- *An international network of IBM specialists to provide remote technical hardware support, onsite service and parts 24X7*
- *Experience across a range of IBM product platforms to help isolate the source of problems more quickly – and help you avoid extended outages and downtime*
- *Reliable maintenance services to simplify and reduce the cost of managing your IBM infrastructure*

We start with an understanding of your business needs, and then design a customized plan with IBM acting as an advocate for IBM issues, including warranty.

Providing problem ownership and priority maintenance response

When problems arise and there is no clear single point of failure, problem diagnosis and repair can be challenging. It is important for your business to avoid outages and downtime that can result in lost revenue and productivity. IBM maintenance services offers 24X7, complete problem ownership for the products included in your enterprise maintenance agreement. With an IBM hardware maintenance agreement, our experienced specialists will work with your IT department to isolate and resolve problems, helping to quicken problem resolution and helping you meet service level commitments.

Delivering a broad range of skills and experience

Having the ability to understand each unique technology in your infrastructure to effectively communicate with various specialists and technicians can be difficult. IBM has the breadth and depth of skills unmatched in the market, leading research and development across a broad range of technologies and technology partnerships, and can deliver access to technical resources, tools, and extensive engineering expertise relative to IBM equipment. We can apply this knowledge to your environment along with years of experience isolating and resolving complex, infrastructure availability and performance issues.

Delivering support for IBM products cost-effectively

IBM Hardware Maintenance Services – maintenance for IBM products provides you the benefits of one contract, one invoice and one phone number to call for support, improving the overall accountability and management control for your entire IT maintenance expense. Comprehensive IBM product support helps maximize your system and network availability by providing skilled, experienced resources backed up by unequalled, worldwide parts, system and knowledge databases. Our services can help improve your overall IT responsiveness, freeing your staff to focus on initiatives to drive new business value.

For new information

To learn more about IBM Hardware Maintenance Services – maintenance for IBM products, please contact your IBM representative or IBM Business Partner, or visit the following Web site:

ibm.com/services/maintenance



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