

# Infrastructure Services from IBM Technology Lifecycle Services

a tiered support approach enabling organizations to  
choose a more proactive support model

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**Highlights**

Advise: evaluation and  
planning

Build: implementation  
and deployment

Operate: day to day data  
center operations

Optimize: availability and  
efficiency

Four out of five organizations are not only in the midst of digital transformation, they agree that they need to accelerate those efforts.<sup>1</sup> But digital transformation involves new technologies like AI and new vendors, adding to an already complex data center environment. AI focus is increasing the need for computational power and network bandwidth, while also creating new security exposures and network performance issues. Industry regulations like DORA are increasing focus on operational resiliency and minimizing operational risk to drive maximal value from current and planned solutions.

IBM Technology Lifecycle Services adapts infrastructure support to client needs with a tiered approach which enables organizations to choose a more proactive support approach, providing a foundation for operational resiliency. But in addition to infrastructure support at the product level, TLS provides infrastructure services that are designed to address these challenges and more. According to IDC, “choosing the right mix of services from a trusted provider can be the difference between just “keeping the lights on” and achieving key operational efficiencies that allow IT managers to shift key resources on higher-value initiatives across their IT environment.”<sup>2</sup> We believe that IBM can be that trusted provider.

## **Advise: Evaluation and planning**

Infrastructure services are designed to assist clients across the product lifecycle for their servers, storage and networking. This starts with advisory services to help clients evaluate and plan infrastructure solutions. TLS offers architectural design services to help design infrastructure solutions that meet client needs. Design services are available for IBM products as well as for Cisco networking solutions. They include resources to review solution requirements and collaborate with the client to develop comprehensive project plans, technical design, and implementation plans.

## **Build: Implementation and deployment**

Once the solution is designed, you can count on TLS to build the solution. That means installation and de-installation services, as well as deployment and configuration services. Consider that “60% of the downtime events reported were due to configuration errors — and 60% of those deployments were completed by mostly internal IT personnel.”<sup>3</sup> Relying on the product experts can avoid many of those initial common deployment errors.



Installation services include unpacking and checking the completeness of delivery for agreed products. They include the physical device mounting, installation of modules, components, and optics, connecting power cabling and patch cables, performing POST and other basic tests, firmware upgrades, installing and configuring licenses, and applying basic configuration to allow remote access.

Implementation services include implementation or migration services for specific products, components, and tools, integration with existing infrastructure, as well as testing and completion criteria. They include the potential for ongoing technical guidance during the project implementation; and oversight and direction of the project team's technical activities, schedules, and resources.

Build services are available under IBM Project Services for Infrastructure for servers and storage, and IBM Project Services for Enterprise Networking.

### **Operate: Day to day data center operations**

With the increasing complexity of data centers and daily essential tasks, sometimes you just need help with basic tasks – either because you run a remote data center or to free up your IT staff for more strategic tasks. Our field technicians can help you with operational activities like power cycling servers, confirming the status of system indicators, inserting/removing backup tape cartridges, validating port connections, or performing activity on hot pluggable devices. They can also help with systems configuration changes and re-imaging.

Moving, upgrading or consolidating your data center(s)? TLS provides site relocation services to manage and execute the end-to-end breakdown and setup of your data center. These tasks are available services under IBM Project Services for Infrastructure.

IBM can also take on strategic support roles to assist clients with hardware and software delivery, vendor management, change management, availability management, inventory, and overall IT asset management. IBM works with clients to customize the services they most need to complement their IT staff's management of the data center, providing assurance that new IT initiatives won't be impeded by the day-to-day management tasks. These services are available under IBM General Project & Delivery Management.

### **Optimize: Availability and efficiency**

To maintain resiliency, it's important to focus on optimization. That includes conducting regular health checks to assess best practices and identifying areas of improvement to mitigate security and performance risks. Quick health checks are available for IBM and non-IBM servers and storage for basic operational and performance including the review of processes, procedures, and configurations to identify potential single points of failure, and the review of machine logs, records, and trends to isolate chronic problems. Health checks include the development of action plans to minimize the impact of unplanned outages.

In addition to quick health checks, a more in-depth health check is available for networking, including the option to assess hardware health, security risks, and OS levels, review inventory coverage, and conduct topology mapping. Optimization services are available under IBM Project Services for Infrastructure and for Enterprise Networking.

You can count on  
IBM Technology Lifecycle  
Services to keep your  
mission-critical systems  
running smoothly 24x7

Optimizing the data center includes ensuring existing solutions are sustainable and that disposal processes follow industry regulations. Many organizations, particularly those in the public, financial services and healthcare sectors, have regulations that require them to secure the privacy of personal information (PI) and sensitive personal information (SPI). Technology Lifecycle Services offers IBM® Media Retention Services for IBM Infrastructure and third party products. They allow clients to retain possession of the defective media when being replaced by way of a service activity. This helps to ensure proper controls associated with protection of PI and SPI.

IBM® Media Destruction Services provides lifecycle management and redistribution data management services across the data center, including destruction, data wiping, decommissioning and IT asset disposition. IBM provides expanded support for various drives, including components such as hard-disk drives, solid state drives, flash storage, CDs, DVDs and more.

As the product lifecycle reaches its end, it's time to refresh. When clients need help to manage heritage equipment after a migration, IBM Asset Recovery and Disposition Services provide a sustainability solution designed to help clients address the return, refurbishment, repair, and remarketing of IT products. IBM Asset Recovery and Disposition Services enable a circular economy from providing IT recovery value to reuse in services to driving actions to reduce environmental impact for sustainability Environmental, Social, and Corporate Governance (ESG) reporting.

### **Conclusion**

Managing and protecting your infrastructure and data center investments and consistently maintaining high availability for mission-critical workloads can be challenging. TLS can advise on infrastructure strategy, build out infrastructure solutions, operate the data center on a day to day basis and optimize infrastructure solutions through to end of life. Leverage IBM Technology Lifecycle Services as your strategic partner for support and services across the data center.

### **Why IBM Technology Lifecycle Services?**

IBM Technology Lifecycle Services works with organizations to tailor an approach to infrastructure support and services that meets their specific needs. IBM has over 35 years of experience providing maintenance and support for approximately 22,000 IBM and other third-party hardware and software products. With a global footprint that extends to over 130 countries, you can rest easy knowing that resources are available when you need them. Finally, per the [IDC Marketscape 2022 Worldwide Support Vendor Assessment](#), IBM's top strengths as a global support provider are our global presence and multivendor capabilities, our proactive care capabilities, and our C-suite relationships which allow us to understand our clients' business needs.<sup>4</sup>

### **For more information**

To learn more about IBM Infrastructure Services from IBM Technology Lifecycle Services, please contact your IBM representative or IBM Business Partner®, or visit [www.ibm.com/services/technology-lifecycle-services](http://www.ibm.com/services/technology-lifecycle-services)

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New Orchard Road  
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Produced in the  
United States of America  
February 2024

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1 Modernizing applications on hybrid cloud, IBM Institute for Business Value, June 2023

2 The Benefits of Lifecycle Services When Optimizing and Managing Complex IT Environments, IDC, March 2023, IDC #US50476423

3 The Cost of Downtime in Datacenter Environments: Key Drivers and How Support Providers Can Help, March 2023, IDC #US50240823

4 IDC Marketscape 2022 Worldwide Support Vendor Assessment, IDC, March 2022

