

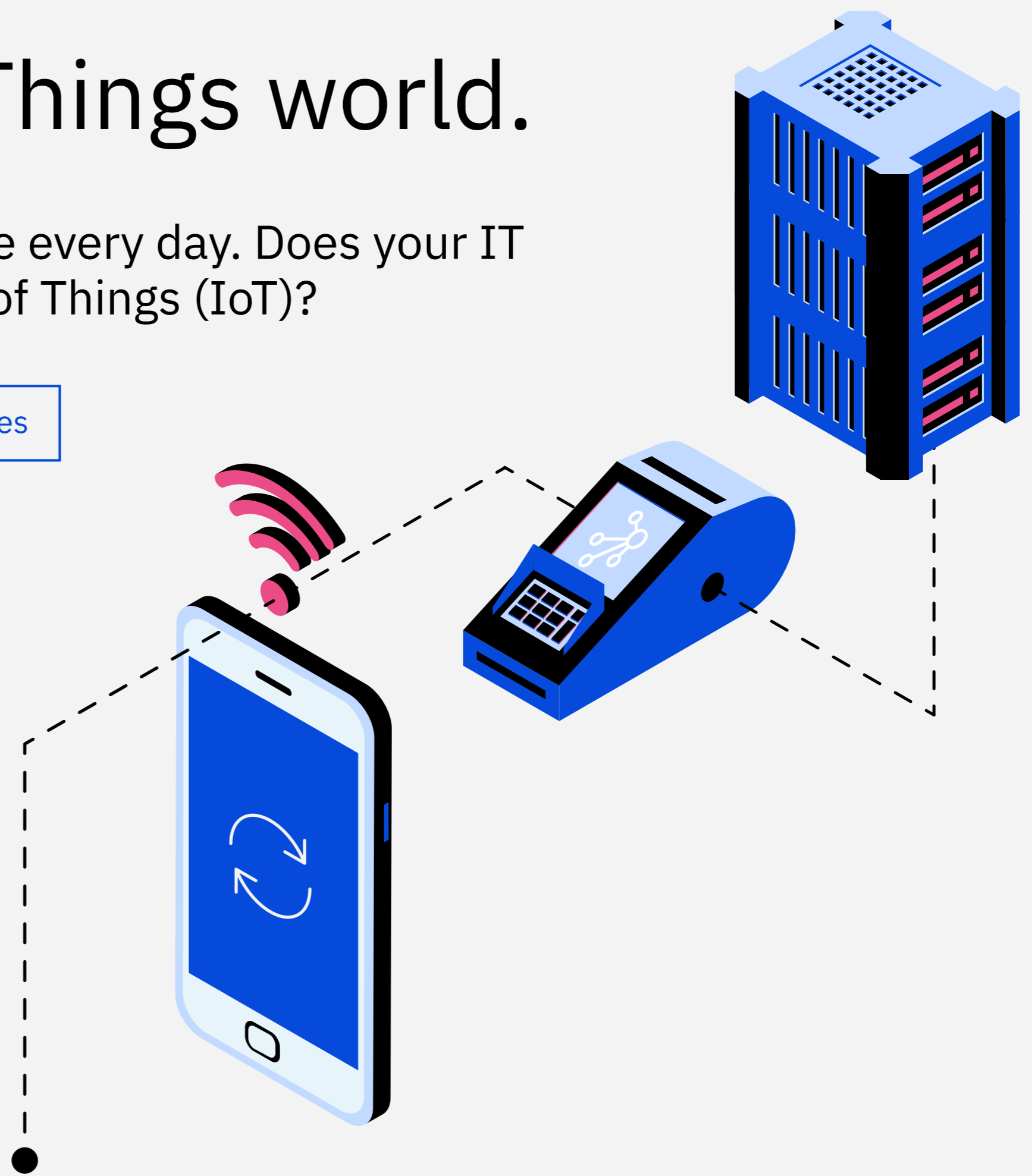
# It's an Internet of Things world.

Thousands of new devices come online every day. Does your IT Support strategy include the Internet of Things (IoT)?

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Technical innovation changes customer expectations and how we support them — you need to adopt the right IoT strategy to help keep your enterprise always-on.



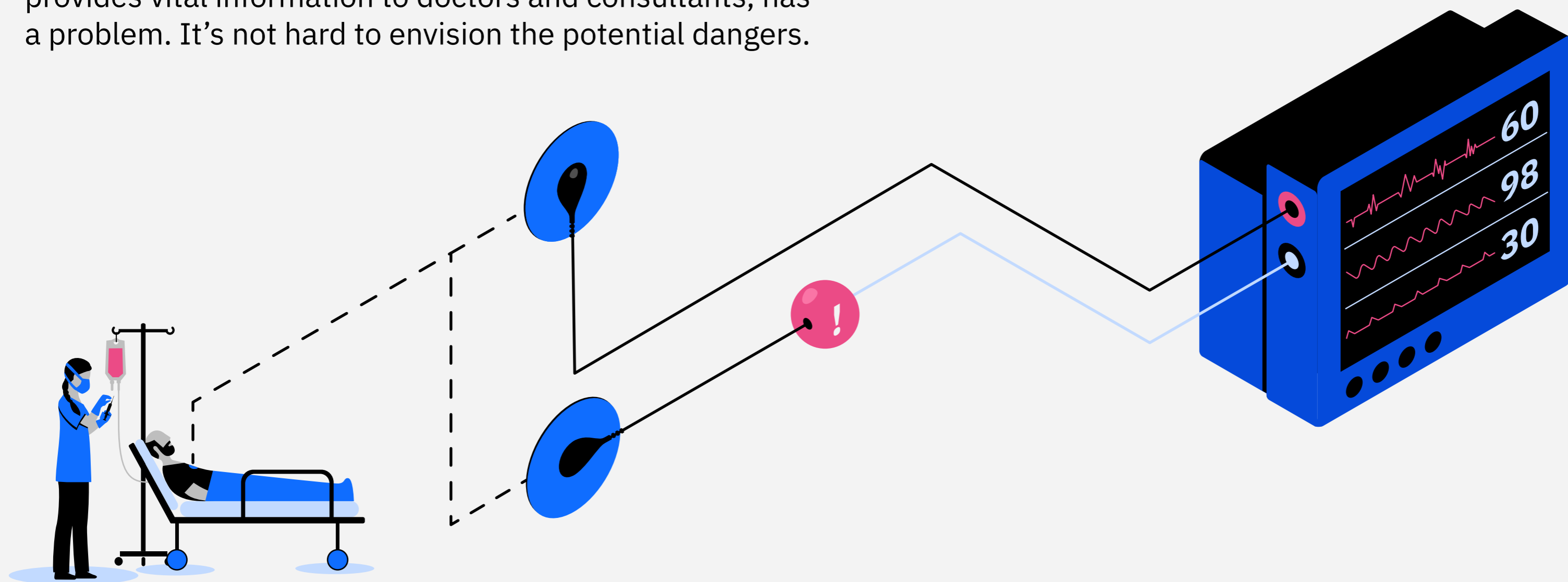
As of 2017, there are **8.4 billion** Internet-connected devices in the world. By 2020, it's estimated that there will be over **20 billion**<sup>1</sup>.

## What happens if the devices can't communicate?

For example, if a hospital's emergency room bed sensors suddenly don't communicate with the tracking software, that can certainly have a huge impact on patient care and satisfaction.



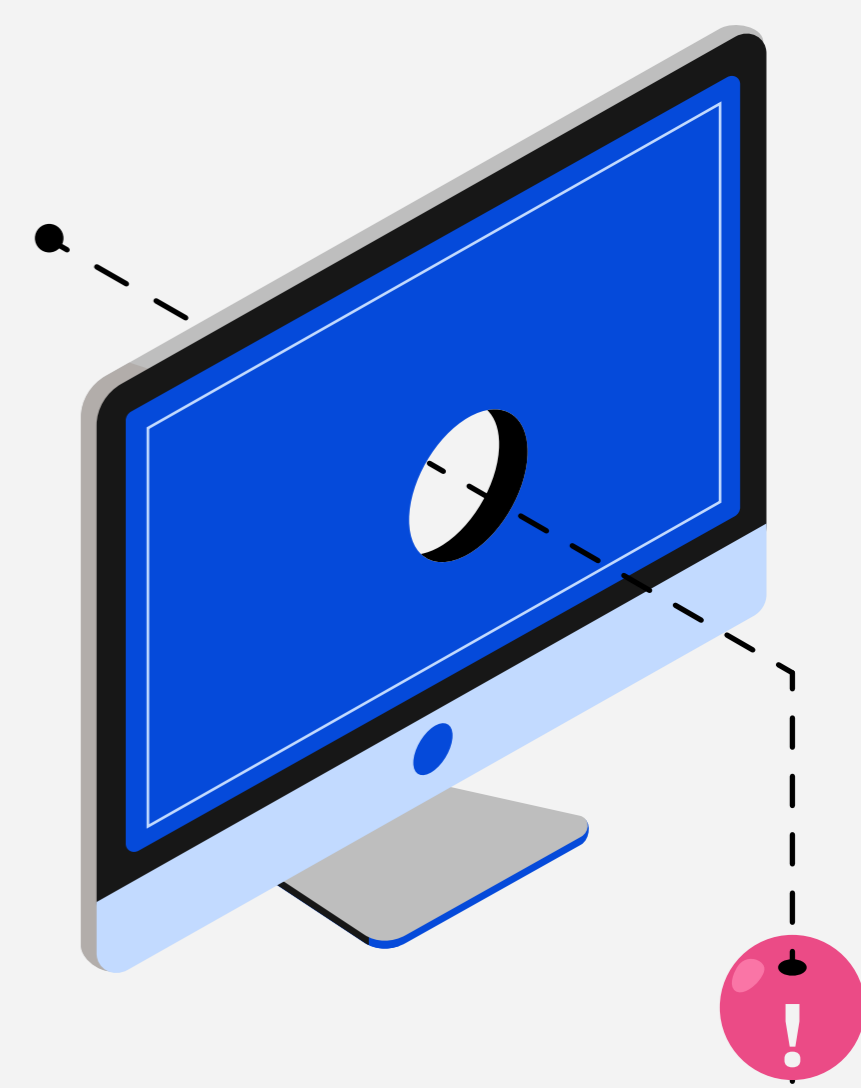
Imagine another scenario in which a Patient Monitor that provides vital information to doctors and consultants, has a problem. It's not hard to envision the potential dangers.



## So, what's the answer?

The basics of building an IoT infrastructure might include the sensors, instruments and embedded devices—but deciding on the right support strategy is vital. It's going to be important for your brand integrity, and for the protection of your corporation. You have to consider the device deployment logistics and their ongoing support, in the event that sensors or devices fail.

What if you could have a trusted technology support service that offers deployment help, and support for all of your sensors and devices?



IBM Technology Support Services can provide:

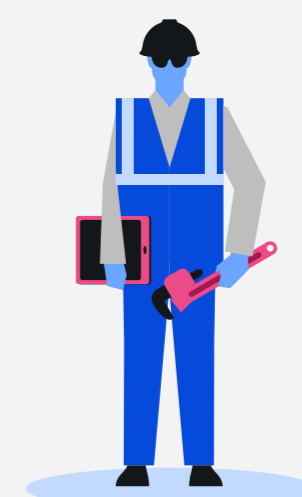
Expert multivendor support for all your IT devices—regardless of manufacturer (+30,000 devices supported).	Improved availability and controlled costs using predictive analytics to prevent problems before they occur.	Full support services management—from asset monitoring, to support ticket automation with 24/7 worldwide coverage.	Specialized availability managers dedicated to support your organization.	IBM's innovative cognitive computing solutions, predictive and proactive maintenance powered by advanced analytics can help shape and transform your IoT infrastructure.

IBM Technology Support Services offer customized solutions, from simple break-fix to end-to-end support capabilities, infusing automation and cognition to unleash a new way of providing technology support.

Contact us to help you plan, design, install, configure, tune and test your solutions.

[Watch the video](#)

[Learn more](#)



IBM Technology Support Services. Your trusted services support partner.



1. Gartner says 8.4 billion connected "Things" will be in use in 2017, up 31 percent from 2016. Gartner. February 2017. [www.gartner.com/newsroom/id/3598917](http://www.gartner.com/newsroom/id/3598917)

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