

Single-source lifecycle management for hardware and software



Achieve better IT equipment LCM with a financially optimized refresh process

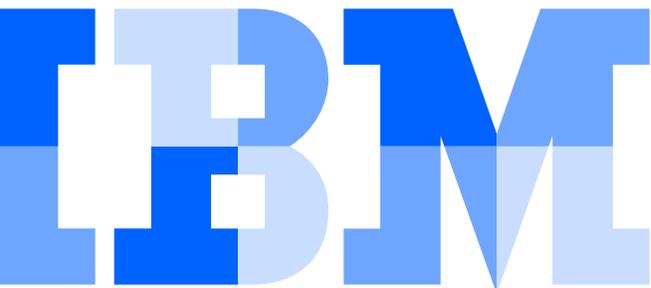
Highlights

- Helps reduce maintenance costs for end-of-life and end-of-service equipment, supporting higher ROI
 - Enables more predictable and consistent budgeting
 - Provides flexible financing options for equipment refresh through IBM Global Financing
 - Uses time-tested IBM tools and methodologies designed to help optimize lifecycle maintenance
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The concept of lifecycle maintenance (LCM) is simple: it's a matter of repairing, upgrading or replacing your hardware and software on a timely basis. The reasons to focus on managing equipment lifecycles are also easy to identify. You should prolong the performance of your IT equipment for as long as possible to help protect against the high costs of hardware- or software-related downtime and ensure a higher return on investment.

While the basic definition of LCM is easy to understand, the process required to manage it—which never stops—is a lot more difficult and complicated for a couple of reasons. First, enterprise IT environments usually include both older and newer technologies from multiple vendors. And the more new technologies you add to your IT mix, the more time-consuming and costly it becomes to manage asset refresh cycles—especially given ever-decreasing IT budgets. So while your end goal is to optimize equipment availability, achieving it requires that you know precisely when to refresh your IT environment—at the lowest possible cost. And how many organizations can afford to devote the time and resources required to accomplish this feat?

But here's some good news. You don't have to take valuable IT staff time to implement and support a consistent, best-practices-based asset repair and replacement policy. And you don't have to choose between refreshing your existing assets and purchasing new technologies that help you stay competitive either.



IBM® Lifecycle Maintenance can provide an innovative, simplified managed solution that offers predictive, analytics-based tools and time-tested methods to help you get optimal performance from your post-warranty multivendor hardware and software. But the benefits of this service don't stop at helping you reduce the costs and complexity associated with LCM. It also builds in flexible financing options to help you more easily and conveniently meet your asset refresh requirements. So you can free your IT staff and invest in new solutions that can drive new business initiatives.

Using a planned refresh strategy to help reduce maintenance costs

IBM LCM specialists collaborate with you to help you identify when you need reactive repair, planned refresh or proactive replacement. Where these options can be difficult to pinpoint, IBM helps you identify where they may overlap, supporting you in choosing the best options at the right time.

At every stage, IBM's mission is to deliver an end-to-end LCM solution to help simplify your complex IT environment, increase your equipment return on investment (ROI) and support higher availability.

Based on your chosen service policy, IBM can provide a predefined "standard configuration" inventory—helping you identify when the complete replacement of a device is appropriate. New or additional inventories, which are reviewed periodically, can be requested at any time and rolled into the LCM service—helping to ensure that your infrastructure is kept up-to-date.

Providing simplified, fixed costs to better control your budget

IBM Lifecycle Maintenance helps ensure excellent quality of services with a clear knowledge of your installed base or inventory, and improved, controlled service-level agreements (SLAs) at a known and fixed cost. This way your equipment can stay up-to-date, helping your business remain productive and competitive—without unexpected budgetary surprises.

IBM Lifecycle Maintenance also helps you reduce your total cost of ownership (TCO) and free cash for your investments and other projects that help drive your organization's revenue and growth. It enhances your TCO by helping reduce maintenance costs, as well as adding, deploying and managing new technology.

Optimizing refresh cycles with flexible finance options

When dealing with a multitude of vendors whose products your IT environment depends on for peak performance, it can be hard to keep up with refresh cycles—and ensure you have the right maintenance protocols in place. IBM has expanded the LCM purchase options with original equipment manufacturer (OEM) refresh. When the inventory being replaced is straightforward and already decided on, and you also want to have its maintenance covered through the same provider, IBM helps you simplify the equipment purchase process with a centralized OEM refresh service.

Therefore, IBM can offer various financing options for your equipment, including:

- Capital lease
- Operational lease
- OEM refresh
 - Supplied by IBM, where IBM purchases and owns the equipment

Based on years of experience working with data center environments, IBM Lifecycle Maintenance can offer deep insight into your hardware, from how it's used to how it's likely to perform over the course of its lifecycle. IBM specialists consider both outdated technology issues as well as the aging process of your equipment—bringing practical know-how to help develop on-target refreshment plans for optimizing refresh cycles.

Providing specialized tools and methodologies to help optimize LCM

IBM Lifecycle Maintenance uses an automated data collection tool to discover, monitor and analyze the hardware and software running on your network. This tool is designed to enable faster, more efficient data collection than manual processes. It also helps you self-manage data through a real-time, at-a-glance status view of your assets—from what they are to where they reside. This automated tool, combined with the included predictive analytics and augmented reality capabilities, is designed to help you optimize your LCM at a more cost-effective price.

Why IBM

IBM goes beyond offering you the convenience and potential cost savings of providing a single source to help simplify equipment refresh. Through its extensive resources, services and expertise, IBM can also offer an integrated “one-stop-shop” approach that lets you pick and choose from various services. This approach helps you stay ahead of problems that could hamper IT service delivery or cause an outage. These services are designed to drive savings, higher availability and future growth through IBM’s world-class support structure, and can include:

- Availability management
- Hardware and software delivery management services
- Vendor and warranty management services
- Inventory and asset management services
- Change management services
- Invoicing and reporting services

To learn more about IBM Lifecycle Maintenance, please contact your IBM representative, or visit <https://www.ibm.com/us-en/marketplace/client-device-support>.

Additionally, IBM Global Financing provides numerous payment options to help you acquire the technology you need to grow your business. We provide full lifecycle management of IT products and services, from acquisition to disposition. For more information, visit: [ibm.com/financing](https://www.ibm.com/financing).



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