



Highlights

- Gives companies a single point of contact for the maintenance of their multivendor data centers
 - Provides highly skilled certified engineers for technical support
 - Delivers cost-effective hardware support with a well-established logistics infrastructure for parts
-

IBM Technical support for HPE ProLiant Servers

Extend the life of your HPE ProLiant servers for better return on investment

As IT equipment ages, its performance may not be as optimal as it once was, but it can still perform many useful functions. In a multivendor data center environment, it can be a challenging mission to extend the life of the various pieces of equipment. Organizations struggle to squeeze the most life out of hardware at the best cost, to ensure the equipment runs reliably and regain control over infrastructure support from the original equipment manufacturer (OEM). Robust and tailored maintenance technical support from an experienced vendor with extensive resources can optimize the performance of your IT infrastructure—regardless of age—while helping better control support cost.

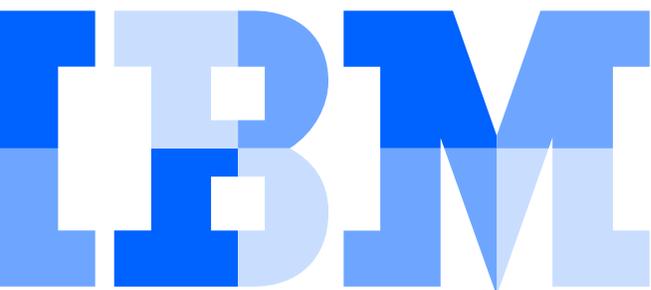
IBM® Integrated Multivendor Support (IMS) provides third-party hardware maintenance for your Hewlett Packard Enterprise (HPE) ProLiant Servers. With flexible support options available for your ProLiant machines, you can select the correct level to suit your support requirements.

IBM IMS provides support for selected HPE ProLiant models:

- Modular Line (ML)
- Density Line (DL)
- Blade Line (BL)

Gives a single point of contact for the maintenance of your multivendor data center

If you want efficient and centralized server support, rather than dealing with multiple maintenance providers, IBM provides a unified service specifically for HPE ProLiant equipment. The solution gives you access to a dedicated center of excellence for remote and onsite support, parts and logistics. With IBM taking care of the support requirements of your HPE ProLiant Servers, you can unburden your staff to focus on more strategic business priorities.



Provides technical support by highly skilled engineers

IBM's knowledgeable support specialists bring you the expertise you need to remain productive using your HPE ProLiant equipment—with onsite support provided by local IBM Technical Support Services (TSS) specialists. Based on a geo-specific delivery model, IBM provides Level 1 and Level 2 remote technical support through internal IBM resources covered within the TSS centers of competency or through a third-party maintenance company (TPM). In addition, spare parts organization (SPO) specialists or SPO specialists, in collaboration with a TPM company, deliver support for parts replacement and management. If you have HPE ProLiant equipment that's out of warranty, IBM can still prolong its support under the IBM IMS offering until you need to invest in new devices.

Delivers efficient support with faster access to parts

IBM support includes parts and labor to repair hardware issues that occur as the result of a component failure. IBM uses a well-established logistics infrastructure to manage a large inventory of third-party parts. All parts—new, used and reconditioned—are of OEM quality. IBM works with various suppliers and leasing companies around the globe to procure spare parts and verify that they meet IBM's high standards, as well as the specific requirements of each site location and type of device.

Why IBM?

IBM brings you access to a virtually unparalleled technical support infrastructure of people, parts and technologies spanning the globe. Its engineers take advantage of IBM investments in education and training to stay abreast of the latest technological developments, and use IBM maintenance best practices developed over 50 years to provide support for your HP ProLiant servers.

For more information

To learn more about integrated multivendor support from IBM, please contact your IBM representative or IBM Business Partner, or visit ibm.com/services/techsupport.



© Copyright IBM Corporation 2018

IBM Corporation
New Orchard Road
Armonk, NY 10504

Produced in the United States of America
October 2018

IBM, the IBM logo, and ibm.com are trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the web at "Copyright and trademark information" at www.ibm.com/legal/copytrade.shtml.

This document is current as of the initial date of publication and may be changed by IBM at any time. Not all offerings are available in every country in which IBM operates.

THE INFORMATION IN THIS DOCUMENT IS PROVIDED "AS IS" WITHOUT ANY WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND ANY WARRANTY OR CONDITION OF NON-INFRINGEMENT. IBM products are warranted according to the terms and conditions of the agreements under which they are provided.



Please Recycle
