



Highlights

- Provides Cisco software portability
 - Supports reduced costs by helping to prevent system outages
 - Optimizes IT productivity
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IBM Managed Maintenance Solution for Cisco software

Simplify IT software support, maintenance and portability

If your network isn't operating at its full potential, you are losing valuable time, money and resource effort. Improperly functioning IT systems disrupt business operations, affecting your return on investment (ROI), business efficiency and reputation. But relying solely on in-house resources for 24x7 uptime can become unmanageable. And contending with multiple software providers can lead to increased system vulnerabilities, complexities and downtime. To more effectively support your software availability and performance, you need fast and reliable technical support for your Cisco products.

IBM and Cisco formed a strategic alliance to deliver higher value by combining the service excellence and worldwide delivery capabilities of IBM with the technology and performance leadership of the Cisco networking portfolio. Enterprises serving a multitude of industries may need to maintain a multivendor network environment. To ease this task, the new IBM® Managed Maintenance Solution for Cisco software offering allows you to add Cisco software solutions and support to your new or existing IBM maintenance contracts.

Providing Cisco software portability

Software license portability allows you to keep your software licenses across software refresh cycles and provides you the flexibility to move these licenses between physical devices and virtual machines.



Supporting reduced costs by helping to prevent system outages

This solution provides easier access to ongoing software updates and fixes, which helps to increase IT availability by reducing the frequency and duration of outages. Additionally, you have the benefit of a single point of contact (SPOC) to drive cost reduction and improve overall support efficiency. Furthermore, by having a dedicated project manager, preventive maintenance and any critical situations can be addressed more quickly.

Optimizing IT productivity

Managed Maintenance Solution for Cisco software provides a “one-stop shop” for virtually all your Cisco software support needs—one contract, one number to call. This integrated IT Cisco software support solution also helps free you from having to manage day-to-day routine activities, helping to unburden you and your staff to focus on more strategic business priorities.

Why IBM?

IBM has been providing maintenance services in partnership with Cisco since 1994, and was designated a Cisco Gold Certified Partner in 2000. This global strategic alliance allows you to optimize the assets of two IT leaders for better network performance.

IBM has invested significantly in the skills to support this software solution. Specialists are employed that hold a wealth of Cisco certifications. Furthermore, IBM capitalizes on its full ecosystem to customize a robust client solution.

For more information

To learn more about IBM Managed Maintenance Solution for Cisco software, please contact your IBM representative or visit the following website:

ibm.com/services/us/en/it-services/tech-support-and-maintenance-services.html

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.

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