



Highlights

- Offers more cost-effective support for all models of Dell x86 servers
 - Provides highly skilled engineers for technical support
 - Delivers more efficient hardware support with a well-established logistics infrastructure for parts
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Technical support from IBM for Dell x86 servers

Optimize the performance of your Dell x86 servers for better return on investment

Your Dell x86 servers are central components of your IT infrastructure. Keeping them running at peak efficiency is vital to meeting your availability requirements. Robust technical support from an experienced vendor with extensive resources can optimize the performance of your servers—regardless of their age—while better controlling support costs.

IBM Integrated Multivendor Support provides third-party hardware maintenance for your Dell x86 servers. Our services are designed to boost your performance and availability with faster problem identification and resolution delivered by our skilled specialists. Using a single point of contact for hardware and software technical support in a budget-friendly model, you can reduce maintenance costs while receiving high-quality services from a trusted vendor with vast technical support experience.

Offering more cost-effective support for all generations of servers

With more efficient contract management, IBM helps reduce your maintenance costs while serving as your single source of support for all generations of Dell equipment. Our services include pass-through warranty support as well. We take a lifecycle approach to maintenance, developing tailored plans designed to optimize your return on investment and extend the life of your older models.



Providing technical support for installed software with skilled specialists

IBM's knowledgeable engineers bring over a decade of experience in supporting operating systems for Linux (Red Hat, Novell [SUSE] and Ubuntu), Microsoft Windows and the majority of the VMware portfolio running on Dell x86 servers. In addition, we support the Microsoft business application suite of products.

Delivering more efficient hardware support with faster access to parts

Our hardware 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 non-IBM parts. All parts—new, used and reconditioned—are of original equipment manufacturer (OEM) quality and have been manufactured by the OEM. IBM works with various supplier and leasing companies throughout the globe to procure spares and verify that they meet our high standards as well as the specific requirements of each site location and type of device.

Why IBM?

IBM brings a virtually unparalleled technical support infrastructure of people, parts and technologies spanning the globe. We invest in education and training to enable our engineers to stay up to date on Dell x86 servers and support them using our established maintenance best practices developed over 50 years. We have relationships with numerous leading IT vendors so that we can serve as your single contact under a simplified, more cost-effective contract structure.

For more information

To learn more about integrated multivendor support from IBM for Dell x86 servers, please contact your IBM representative or IBM Business Partner, or visit the following website: ibm.com/services/techsupport

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



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