IBM Integrated Multivendor Support

Help optimize uptime and return on your investment

Highlights

– Helps you optimize your return on investment (ROI) by enabling you to extend the life of your non-IBM server, storage and networking hardware
– Helps simplify your technical support service strategy with a single point of contact
– Offers a more budget-friendly service to help boost uptime and reduce costs

Storage, server and networking hardware, like people, have life spans. Like human adolescents, they need to be nurtured when they're younger—with updates and refinements to maintain a healthy, productive life. Once these products reach midlife, their stability increases and the need for updates decreases. As the equipment ages, its performance may not be as optimal as it once was. However, with cost-effective support, it can still perform many useful functions. Tailoring maintenance to a piece of equipment's lifecycle, in this manner, is a practical way to help extend its life and cut costs.

However, hardware maintenance solutions from original equipment manufacturers (OEMs) aren't typically based on a lifecycle approach. In addition to commonly charging more than third-party maintenance providers, OEMs traditionally offer end-of-service-life (EOSL) dates for equipment. Once a product reaches EOSL, the OEM maintenance agreement expires and the covered product is essentially deemed replaceable by the OEM—without a careful analysis of its actual condition. The benefit for OEMs is profit: they get to sell you their latest products.

The price you pay is unnecessary expenditure and reduced return on your information technology (IT) investments—eventually adding up to one big budgetary headache. Actually, depending on where a product is in its lifecycle, it may or may not need more costly maintenance from the OEM. At IBM, we have developed a more efficient solution to the universal challenge of balancing IT support costs with uptime. That answer is IBM® Integrated Multivendor Support.

The IBM support offering is designed to expand the life and ROI of your non-IBM server, storage and networking investments by:
– Delivering around-the-clock level 1 and 2 hardware support for select multivendor storage, networking and server hardware
– Providing advice concerning what hardware you should keep on OEM maintenance, replace or move to IBM maintenance.

IBM's solution helps to simplify and reduce costs via prepriced hardware maintenance services that are designed to be budget friendly and require no configuration options. Plus, with a single point of contact, this multivendor solution helps you streamline vendor management and focus on core business.

Helping you optimize your ROI

Using proprietary tools, IBM advises you on which networking, storage and server hardware should remain on OEM maintenance, be replaced or be moved to IBM maintenance. Our recommendations are backed by near-real-time data on your hardware performance as well as by high-quality maintenance parts. And, unlike OEMs, our maintenance services and recommendations are based on the actual condition of your equipment, as opposed to EOSL guidelines. Therefore, IBM's solution is designed to help you use your products for as long as possible and avoid the expense of unnecessarily replacing equipment. In this way, you can optimize your ROI far beyond the typical three-year OEM warranty term.

Simplifying your technical support strategy with a single point of contact

If you rely on several service providers for your hardware maintenance needs, you know that multivendor management isn't always easy. It can be time-consuming and complicated to monitor multiple contracts and service level agreements (SLAs). Even accessing support can be challenging, especially if your in-house resources are burdened with determining the source of the problem beforehand. IBM's offering helps you save precious time by providing both problem determination and support services. And with just one price and one contract, our solution can ease administrative and budgetary challenges. We deliver single-source support for a wide range of select non-IBM server, storage and networking hardware. This includes hardware from vendors such as EMC, HP, Hitachi Data Systems, Dell, Oracle-Sun Microsystems, Brocade, and more.

Why does IBM support select equipment? It's simple: we don't service products that should be on OEM maintenance or replaced (and, of course, our support service helps you distinguish between those products.) Therefore, chances are, if you have non-IBM hardware products that have aged out of OEM warranty, you can rely on IBM—as opposed to several vendors—to support them.

## Offering a budget friendly service to help boost uptime and reduce costs

Given increasingly shrinking IT budgets, OEM maintenance can be cost prohibitive. Yet, maintaining non-stop uptime is essential. Toward that end, IBM's offering provides around-the-clock level 1 and 2 support, which includes problem determination and part replacements. Our highly skilled and experienced technicians rely on IBM's robust infrastructure to deliver support. As a result, you can benefit from more cost-effective services without sacrificing the advantages of OEM maintenance—such as speedy access to parts and world-class expertise. IBM's offering can also reduce costs by providing lifecycle-based support recommendations and tailoring services accordingly. In this way, you gain an optimally performing IT environment that's designed to be more budget-friendly overall to maintain. You can enjoy all this value for one fixed price to help simplify both budgeting and accounting administration.

Take advantage of the latest in analytical data tools to gain a complete overview of your data-center equipment

After presenting your inventory list to IBM, you can receive a robust analysis of your entire equipment highlighting important trends and making available key decision-making information clearly visible.

Why IBM?

With more than three decades of experience supporting multivendor environments, IBM can offer an established history of support delivery and reliability. IBM can bring time-tested methodologies and sophisticated analytics tools to help reduce IT complexity, avert potential problems and optimize availability. And IBM's collaborative approach to IT infrastructure support is designed to provide a more cost-effective, flexible solution that's customized to your specific needs.

IBM
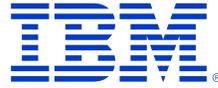
For more information

To learn more about Integrated Multivendor Support, please contact your IBM representative or IBM Business Partner, or see the following website: ibm.com/services/technology-support/multivendor-it

Additionally, IBM Global Financing can help you acquire the IT solutions that your business needs in the most cost-effective and strategic way possible. We'll partner with credit-qualified clients to customize an IT financing solution to suit your business goals, enable effective cash management, and improve your total cost of ownership. IBM Global Financing is your smartest choice to fund critical IT investments and propel your business forward. For more information, visit: ibm.com/financing