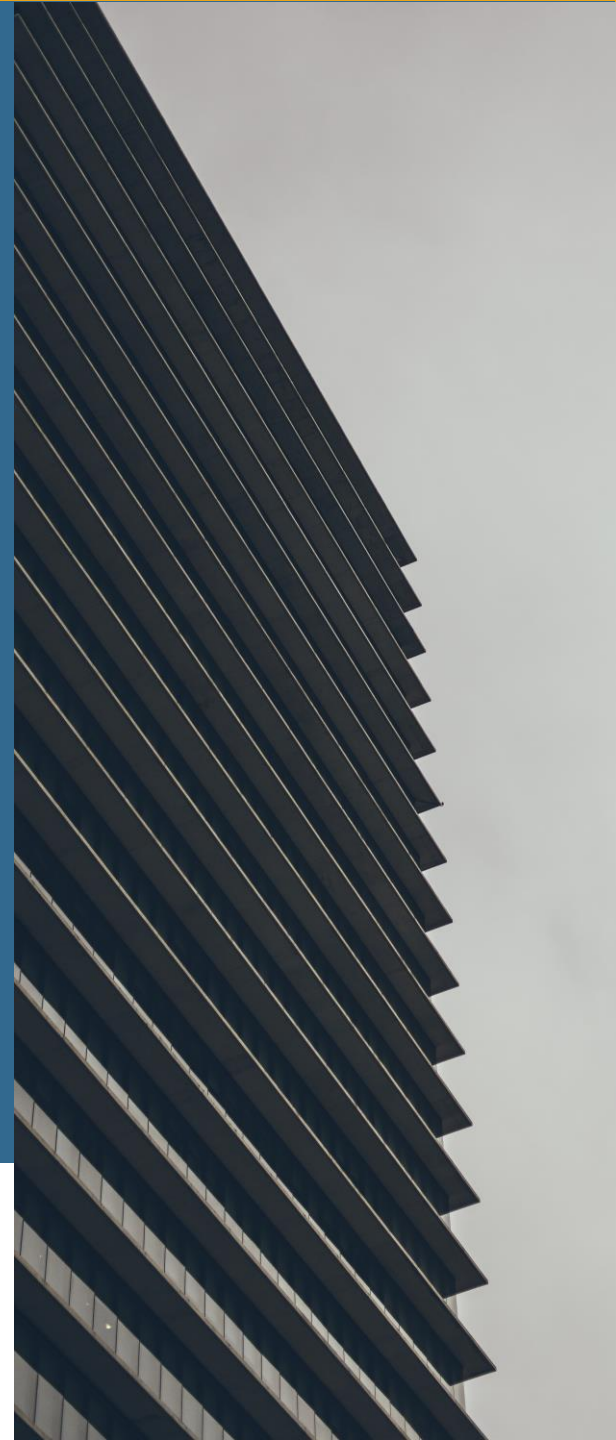


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| B2B TECH MARKETING

# How to Manage Multivendor Technical Support – Best Practices Webcast

Activate Webinar Sponsored by:



# Today's presenters

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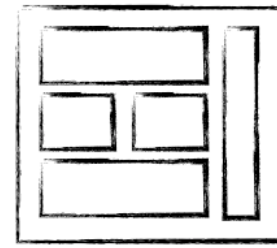


**Stan Gibson**  
Moderator

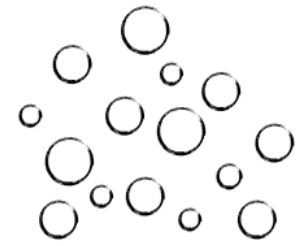


**Matt Heusser**  
Managing Consultant,  
Excelon Development, LLC

# Services/Support



MONOLITHIC/LAYERED



MICRO SERVICES

- Real Adoption of SOA, Web Services, Microservices
- Rise of Social Mobile, Local (SoMoLo)
- Deeper Integration with 3rd party APIs
- Rise of Cloud Computing
- Globalization
  - 24/7 Uptime due to round-the-clock customers
- Growth of 3rd Party Software
- More Virtual Servers per administrator
  - Heterogenous Environments

# Global Support

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- Federal Organization and Governance
- Align IT with Business Units
- Licensing/Support from Central Organization
- Avoid central control of tickets and issues
- Dotted-Line and Virtual Reporting Structures

# Supporting Mobile

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- Mobility enables the 24/7 workforce
- Which requires 24/7 support
- Today's workforce expect mobile support and BYOD
- Traditional control methods
  - Lead to loss of productivity
  - Impact ability to hire, retain talent
  - Creates turnover, which means recruiting

# 24/7 Uptime

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- Each extra 9 leads to exponential cost
- Consider both
  - Mean Time Between Failures (MTBF) and
  - Mean Time To Recovery (MTTR)
- Incremental Rollouts (blue/green deploys)
- Automated Monitor and Rollback
- Smaller changes shipped more often
- Component architectures, service bus, queues, etc.

# Supporting Apple

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- Support needs to increase to anyone, anywhere, any device
- Heterogenous environments increase skill burdens
- Yet they only require occasional support
- Find a partner, consider per-incident pricing
- Consider complexities of multi-vendor support

# Automation

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- Increasing use of virtualization
- Automation of System Monitoring
- Automation of ...
  - Reporting
  - Escalation
  - ... and even incident resolution

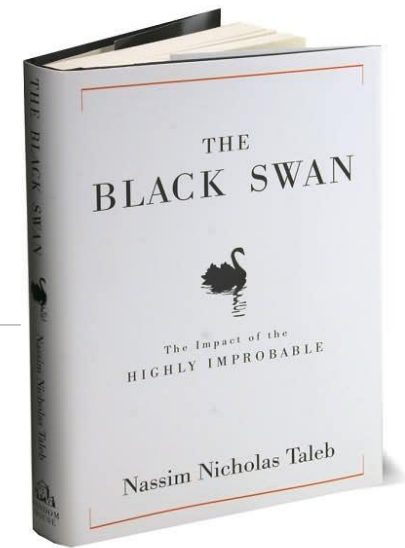




# Preventing Issues

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- Some problems can be predicted
  - CPU, disk, Memory, Network Bottlenecks
- Other can be prevented through Pareto analysis
- But look to the outliers that take time to resolve
- That will be where the black swans come come



# Toward a Single Partner

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- Few Vendors have that kind of expertise
  - It does prevent misunderstanding, finger-pointing
- Homogenous orgs will find it easier to find support
- Or look for a partner with a global scope
  - ... That can work with your 3rd party suppliers

# Q&A

Please submit your questions now!

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**Stan Gibson**  
Moderator



**Matt Heusser**  
Managing Consultant,  
Excelon Development, LLC

# Thank You for Attending!

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