

IBM Business Partners

IBM Systems Lab Services collaborates closely with IBM Business Partners, helping them progress sales and accelerate the adoption of IBM Systems, Storage and open source software. Lab Services' mission is to engage with, complement and advance the skills of IBM Business Partners, not replace or compete with them.

Working with Lab Services gives IBM Business Partners and their customers direct access to our most experienced IBM consultants. Lab Services typically provides short-term, online or onsite professional services engagements in pre-sale or post-sale phases of an engagement.

IBM Business Partners can leverage Lab Services' infrastructure expertise to grow sales and compete for more complex opportunities, invest and expand in advanced skills for various new technologies, extend their business scope, and reduce the risk of working with new technologies while retaining control of their customers relationships.



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ibm.com/it-infrastructure/services/lab-services

IBM Business Partners, visit:
ibm.com/partnerworld/labservices



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IBM Systems Lab Services Open Source Software

Infrastructure
expertise for
hybrid cloud and
enterprise IT

IBM Systems Lab Services has joined with IBM Technology Support Services to offer technology lifecycle services for IBM Systems products, and open source and leading vendor systems and software. Our Technology Services are differentiated by deep technical expertise, valuable tools and successful methodologies, which are designed to promote best practices and address complex infrastructure challenges.

Plan and deploy

Our advisory services help you plan and deploy your infrastructure strategy for hybrid cloud, virtualization, security, data and AI, cyber resiliency, IT automation and SAP HANA. We have deep expertise on IBM Systems—servers, storage and software—as well as Red Hat and open source.

Optimize

From simple checklists to deep health checks, our experts can help you uncover sub-optimal infrastructure scenarios and help you to fix them. We can identify and create strategies to leverage your infrastructure to support your business needs. We can also help you get the most out of rich security, data and AI, and hybrid cloud features.

Refresh

As the product lifecycle reaches its end, it's time to refresh. Whether it is a simple upgrade to a new version or a migration to a completely new solution, we can help with capacity planning services, data validation and pre-migration assessments.

Lab Services offers a wide range of infrastructure and software services for IBM Power®, IBM Storage, IBM zSystems® and IBM LinuxONE™, and open source software. Lab Services has a global presence and can deploy experienced consultants around the world.





Contact us today at
ibmsls@ibm.com
to see how IBM Systems
Lab Services can help
your business.

Open Source Software

IBM Systems Lab Services offers infrastructure and software services to help you build the foundation for today's hybrid cloud and enterprise IT data centers. Open source technology has become an integral component for driving faster business outcomes and innovation. Companies are seeing the value of open source software for running their mission-critical and enterprise-scale applications, often at less cost with greater flexibility than commercial options. As more cloud-based applications power business operations, open source software packages are key to infrastructure choice. We provide expertise for select community open source software projects running on x86-64, major cloud providers, or on IBM Power, Storage and IBM zSystems for application modernization, data and containerization. Our open source discovery methodology helps accelerate your transformation journey providing a roadmap for successful strategy, governance, optimization and improved efficiency. Our Open Source Software Services team helps you deploy the building blocks of a next-generation IT infrastructure and software that empowers your business.

Application Modernization

Application modernization addresses the transformation of legacy to new applications or platforms, often including the integration of open source innovation to provide the latest capabilities to your business. We provide modernization advisory services for open source software include platform and tool selection, architecture and design, coding, and performance tuning. Typical community open source products for application modernization include:

- Adopt OpenJDK
- Apache ActiveMQ
- Apache Kafka
- Apache Tomcat
- Elasticsearch (ELK)
- Grafana
- JanusGraph
- Jenkins
- Kibana (ELK)
- Logstash (ELK)
- Node.js
- Prometheus
- Python
- Spring Framework
- WildFly
- Zabbix

Data

Organizations are increasingly turning toward open source databases and analytics engines as new standards for their data infrastructure with enterprise applications. We advise clients on design options for open source databases for deployment of new applications or legacy database migration. We also offer services for assessing the performance and efficiency of open source database

environments. We advise data and analytics leaders, including database administrators and application developers, on evaluating open source data alternatives including:

- Apache Cassandra
- Apache Spark
- Fujitsu Enterprise Postgres
- MariaDB
- MongoDB
- PostgreSQL
- Redis

Hybrid Cloud

Containers are popular in hybrid cloud environments because they eliminate many of the disadvantages of rolling out large, monolithic applications that can become more complex and cause performance issues over time. Our services for hybrid cloud include containerization that will help you encapsulate or package software code and all its dependencies so it can run uniformly and consistently on any infrastructure. Containerization lets developers create and deploy applications faster and more securely. Containerization allows for portability of applications to be "written once and run anywhere." We provide services for integrating cloud management and orchestration platforms. Typical community open source products for containerization include:

- Docker
- Kubernetes
- Red Hat® Ansible®
- Red Hat Linux
- Red Hat OpenShift®

Expertise Connect Subscription Services

Expertise Connect subscription services are designed to help clients achieve their business outcomes faster and more successfully through an ongoing trusted advisor relationship. Expertise Connect provides IBM Systems Lab Services clients with an assigned Technical Account Manager (TAM) and one or more of experienced Lab Services consultants, who become extended members of your team and act as trusted advisors and mentors.

Project Services for Infrastructure

IBM Project Services for Infrastructure (PSI) helps free up your resources, allowing your IT teams to focus on important projects while ensuring that your hardware and software stays up to date and performs optimally. IBM PSI provides hardware-agnostic and software task-based services not included in standard maintenance support or remote technical support contracts. PSI solutions for IBM system products and platforms do not require a maintenance contract.

Lab Services is on your side

Infrastructure expertise to help you build the foundation for today's hybrid cloud and enterprise IT data centers.

IBM Systems Lab Services helps you deploy the building blocks of a next-generation IT infrastructure that empowers your business.

- Solve business challenges
- Gain new skills
- Apply best practices

Contact us today to see how Lab Services can help you transform your business.



900 experts around the world



Work performed in 163 countries



9,000+ client engagements annually



World-class NPS scores