Integrated Managed Infrastructure for Networking

Network management services for hybrid cloud

Highlights

- Helps to reduce the complexity of managing network technologies and providers across traditional and software-defined networks

- Enables network agility by helping to improve availability and performance

- Utilizes ITIL processes, robust network management tools, analytics, automation and cross-IT domain expertise to help optimize resources and reduce costs

Rapid technology changes are shaping today's networking reality: complex, hybrid environments that can be a constant migraine for IT teams. Managing these environments requires not only an IT team with a deep understanding of both networking and IT infrastructure but also industry-leading tools, time-tested ITIL processes, analytics, automation and standardized services. A skilled team along with the right tools and processes can be difficult to develop and maintain in-house. Fortunately, IBM provides a practically turnkey solution that can deliver all these capabilities and more.

IBM® Integrated Managed Infrastructure for Networking (IMI for Networking) can help you simplify network management, reduce costs and improve performance while driving economies of scale. The solution provides customizable, modular and catalog-based network monitoring, management and reporting services to support physical, virtual and software-defined network environments.

IMI for Networking at a glance

Highlights

- Catalog of customizable networking monitoring or management and reporting services
- Analytics and dynamic automation
- Pre-deployed network monitoring and management tools suite
- No requirement to adopt new equipment or IT standards
- Pay-per-use model
- Highly skilled network management team with T-shaped skill sets for cross-IT management

Network types supported

- Data center networks
- Campus and local area networks (LANs)
- Wireless networks
- Enterprise-wide area networks (WANs)
- Hybrid cloud networks
- Software-defined networks (SDN)
- Virtual private network (VPN)

Equipment supported

Broad range of multivendor equipment, including routers, load balancers, switches and wide area network (WAN) optimizers

Services provided

Choose from one of these:
- **Remote monitoring services**
  - Fully automated
  - Around-the-clock monitoring
  - Automated notification

- **Remote management and reporting services**
  Remote management with built-in automation and analytics
  - Incident management
  - Configuration management
  - Authentication, authorization and accounting
  - Change management
  - Problem management
  - Patch management
  - Compliance management

  Monitoring Services with subscription-based monthly reports and real-time visibility into network performance and capacity
  - Performance reports
  - Standard service reports
  - Capacity reports
  - Root-cause analysis reports

Additional engineering services are also available and include architect support, design and deploy services and consulting services. IMI for Networking can also support your compliance management needs.

The offering also supports a broad range of network technologies, technology providers and networking equipment across numerous network types. They include data center networks, wireless networks, software-defined networks (SDNs), virtual private networks, enterprise-wide area networks (WANs), hybrid cloud networks, and campus and local area networks (LANs). Our services include:

- **Around-the-clock network monitoring:**
  Our state-of-the-art tools monitor hybrid cloud networks around-the-clock—identifying problems such as over-utilized interfaces, exceeded environmental thresholds and numerous other issues. We can work with you to set specific network performance thresholds and provide automated notification of practically any red-flag issues.
- **Network management and reporting services:** Our network management services give you speedy access to a highly knowledgeable team that can get your network back up and running faster and sync up complex network changes with the rest of your IT infrastructure. Using both analytics and automation tools, our solution can help you not only avoid outages but also significantly reduce mean time to resolution (MTTR). In addition to an online portal that you can access virtually any time to view your network status, we offer a variety of network reports to help you stay on top of your network health.

Moreover, our offering provides virtually all the people, processes and tools you need to keep your hybrid cloud networks performing optimally. We offer:

- **Highly-qualified network specialists:** Our professionals include over 100 Cisco Certified Internetwork Experts (CCIEs) and numerous technicians who hold equipment certifications from leading networking technology providers. They offer deep skills in heterogeneous network interoperability and broader IT infrastructure skills in areas such as hypervisors, servers and storage. This holistic understanding enables our specialists to identify the root causes of networking issues faster and more accurately—and to better understand the impact of IT changes on your networks.

- **Industry-leading processes and pre-deployed cloud-based tools:** IBM uses time-tested processes based on the ITIL service management best practices. Leveraging repeatable methodology, project management disciplines and customizable service-level agreements, we can provide the world-class service delivery you expect from an industry leader. Moreover, we use cloud-based tools to not only optimize hybrid network performance but also prevent problems from happening in the first place. Our cloud-based tool set can also make future transitions to different technology providers easier.
- **Dynamic automation:** Instead of manually resolving issues, the offering uses virtual engineer technology to automate problem identification and resolution. And when the issue can't be resolved automatically, it equips IBM technicians with virtually all the information they need to help resolve the issue rapidly.
- **Analytics:** Using analytics, our delivery analysts can examine failure patterns across platforms and processes, and prevent issues more effectively by addressing their root causes—before they impact the network. Our integrated tooling enables true event correlation, de-duplication for more efficient issue resolution and prevention.

Helping to reduce network management complexity

By providing a single solution for the management of both traditional and software-defined networks, the offering saves you the time and headache of managing multiple network technologies and technology providers. We further streamline management by using ITIL processes and standardized services aligned to optimize efficiency. And by leveraging our deep networking skills and cross-IT domain expertise, we can help you more effectively balance the coexistence of legacy and new software-defined networks with the rest of your IT environment.

Enabling network agility

Our solution provides the world-class skills, proactive, insights and automation needed to keep your network running around the clock and to more quickly resolve any issues that do occur. In fact, in many cases we can prevent or repair issues before they impact your network performance. And as your business grows, we have the cloud-based tools and deep expertise to grow with you.

Helping to optimize resources and reduce costs

According to the IDC, the mean cost of an hour of downtime is USD 224,952 to USD 1,659,428.[1] Our solution helps you avoid costly downtime by optimizing your hybrid network availability. And each minute of uptime you gain can add up to significant savings. Moreover, by using a combination of both global and local resources, we can provide highly skilled resources for a more competitive price. By letting you select the right blend of services for your needs, you can more easily control costs. And with robust tools, processes and specialists managing your network, you can also free your IT team to focus on initiatives that drive bottom-line results.
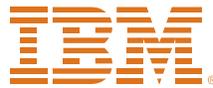
Why IBM?

IBM can serve as your single trusted provider to proactively monitor and manage your network across multiple technologies and technology providers. Moreover, our team applies a holistic understanding of IT and network issues, enabling lasting root-cause problem resolutions instead of temporary "Band-Aid" fixes. And by using dynamic automation, advanced analytics, time-tested ITIL processes and a robust cloud-based suite of tools, we can drive incident prevention and faster problem resolution.

For more information

To learn more about IBM Integrated Managed Infrastructure for Networking, please contact your IBM representative.

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

ICS03016-USEN-00