IBM Project Services for Infrastructure

Your one-stop shop for IBM and multivendor hardware and software labor-based assistance

Highlights

Find a broad range of task-based hardware and software solutions to meet your individual needs

Gain access to additional skilled resources around the globe through a single point of contact

Enable your IT staff to focus on strategic business priorities

As organizations drive digital business transformation, many experience a bottleneck of IT resources. In some cases, organizations lack the skills required to install, operate and optimize complex hybrid environments. In other cases, the IT staff is too busy maintaining legacy systems to work on strategic projects. Some organizations simply grow too quickly and can't keep up with the demand for their IT services. IBM® Project Services for Infrastructure (PSI) is designed to free up your resources, allowing your IT teams to focus on strategic 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 that are not included in standard maintenance support or remote technical support contracts. They address simple and complex projects and relocations. PSI solutions for IBM system products and platforms do not require a maintenance contract as a pre-requisite.

Commercial proposals and pricing are based on hourly rates dependent on the project scope. IBM provides flexible scheduling to accommodate your business cycles while helping optimize and maximize the availability and efficiency of your IT infrastructure.

Find a broad range of task-based hardware and software solutions to meet your individual needs
IBM Project Services for Infrastructure delivers services for short or long-term hardware projects of different complexity levels, including installation, relocation, removal, replacement of parts or units, configurations changes, image restoration and firmware updates. With IBM PSI, you get single-source support that can help prevent unplanned downtime with proactive service from an industry leader. IBM has decades of experience supporting both IBM and multivendor products, with a demonstrated history of service delivery, support and reliability.

IBM

You can count on
IBM Technology Lifecycle
Services to keep your
mission-critical systems
running smoohtly 24x7

Gain access to additional skilled resources around the globe through a single point of contact
There may be times when your in-house IT staff lack the skills to complete certain tasks in a timely manner or they are simply too short-staffed to complete outstanding tasks. IBM PSI provides a way to supplement your IT staff for both routine tasks and more complex projects. This can include such tasks as reviewing existing data center operations and providing insights or recommendations for improvement, conducting health checks, architecture surveys, inspections, layout diagramming and managing large scale projects. It's also possible to leverage IBM PSI for skills transfers so that your staff can learn and perform these tasks in the future.

Enable your IT staff to focus on strategic business priorities
Maintaining legacy systems while driving a digital transformation places an extra burden on your IT staff, diverting their time away from strategic business goals. IBM PSI can augment your in-house IT staff by assisting with day-to-day infrastructure tasks and freeing them up to focus on innovating, growing and digitally transforming.

Conclusion
Regardless of the reasons behind your need for additional IT resources, IBM is dedicated to keeping you and your customers' businesses running around the clock. IBM's support experts understand heterogenous IBM and multivendor hardware and software environments and are here to help you with IT tasks - from the simplest to the most complex.

Why IBM Technology Lifecycle Services?
IBM is well-positioned to be your single vendor; delivering not only world-class support, but also technical services for IBM and multivendor hardware and software solutions. IBM has over 30 years of experience providing multivendor maintenance and support for approximately 19,000 IBM and other third-party hardware and software products. With a global footprint that extends to over 130 countries, you can rest easy knowing that resources are available when you need them. With a world-class provider dedicated to delivering an exceptional client experience as measured by our Net Promoter Scores, you can feel confident that we will work with you for the best possible outcomes.

For more information
To learn more about IBM Project Services for Infrastructure, please contact your IBM representative or IBM Business Partner®, reach out directly to an IBM TLS expert, or visit ibm.com/services/technology-lifecycle-services.

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