Is your IT infrastructure too stressed?

For large organizations, the average cost of an hour of downtime can exceed $1.6 million. Managing a large, complex IT environment can mean higher costs, more complex management and poor customer experience. Can your IT infrastructure handle the pressure it's under? Here's how to find out.

1. Does your IT cost depend on your equipment lifecycle?

Yes / **No**

You can maximize the lifespan of your data center hardware and your ROI by using analytics and technical support. [1]

2. Do you know what happens to your capital expenditure when your IT warranty or contract ends?

Yes / **No**

Applying a lifecycle approach to IT infrastructure can reduce CAPEX costs by 57%. [2]

3. Are you confident that your data-center technical support team or partner can prevent downtime?

Yes / **No**

Signing single-source technology support agreements can help you resolve issues onsite faster and cut maintenance expenses. [3]

4. Is your business reducing the total cost of hardware ownership?

Yes / **No**

Taking a lifecycle maintenance approach can reduce hardware maintenance spending over three years by more than $200,000 on average. [4]

5. Are your IT and business strategies aligned?

Yes / **No**

Having a single point of contact for all of your technical support can give you flexible service options tailored to your needs and budget. [5]

6. Are you minimizing the number of your technical support vendors?

Yes / **No**

Using just one third-party maintenance provider can help you spend 43% less time managing vendors. [6]

How many times did you answer "yes"?

5 or 6: Your IT infrastructure is under very little stress. You already view support as part of your strategy, not just a fix. You deserve a trusted innovator as your strategic partner as you look ahead. IBM Technology Support Services can help.

3 or 4: Your IT infrastructure is under some stress as you continually try to innovate and predict future IT needs. You need a trusted partner that understands and helps drive broader market trends. IBM Technology Support Services can help.

1 or 2: Your IT infrastructure is under great stress. You need a technology support strategy that addresses your business demands and helps you simplify your data-center expenses. IBM Technology Support Services can help your enterprise cut costs and complexity.

Learn more here: https://ibm.biz/Bd4dzX

[1] Managed Technical Support and Lifecycle Maintenance, April 2016
[2] The IBM Technical Support Services Data Center Equipment Life-Cycle Optimizer
[3, 4, 5, 6] The Total Economic Impact of IBM Multivendor Support Services, September 2016

Source: "Reduce TCO for your data center with a streamlined hardware maintenance strategy"

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