

IBM Integrated Support Services

Streamline multivendor IT support
to drive innovation and reduce
complexity and costs



Highlights

- Lowers risk with a single point of accountability
- Reduces cost with streamlined IT asset management
- Simplifies vendor management

The technology support environment facing today's enterprises is more challenging than ever.

As businesses expand and transform, they are managing a growing number of components from multiple original equipment manufacturers (OEMs) and vendors in an increasingly complex hybrid cloud and IT environment. In order to meet this challenge, you need a solution that combines cutting-edge tooling with global expertise to lower risk, reduce cost and simplify IT relationships. IBM® Integrated Support Services is that solution. IBM Integrated Support Services provides a single point of contact that extends the IBM Support Insights advanced analytics platform, providing expertise to prevent issues from occurring and deliver faster problem resolution.

IBM Integrated Support Services provides a single point of contact for practically all of your hardware and software IT needs. This is a lifecycle solution that helps optimize system availability, reduce IT complexity and increase the total ROI. With IBM Integrated Support Services, you can spend less time on IT environment monitoring and vendor management so you can focus on business-critical initiatives to meet customer demands. IBM Integrated Support Services helps you more flexibly manage your IT resources to support you wherever you are and position your company for success in the future.

Lower risk with a single point of accountability

When it comes to your IT infrastructure, time is money and downtime is expensive. Any disruption in service can result in significant loss for your business. IBM Integrated Support Services offers proactive and preventive maintenance for both IBM and other OEM products that is designed to prevent issues and deliver timely problem resolution through a single point of accountability. IBM Integrated Support Services offers comprehensive coverage for over 30,000 different types of IT products including servers, storage, networking, security devices and software. It flexibly supports your complex multivendor environment to help ensure high availability, protect your brand reputation and satisfy your customer base. To help you avoid incidents and unplanned downtime, IBM Integrated Support Services offers:

- Project management for preventive maintenance and support for mission-critical systems
- Tailored services and reports
- Enhanced IBM onsite or remote support, including augmented reality (AR) to enhance field staff capabilities
- 24x7 access to IBM experts and many self-service options such as chats, search and forums to meet you where you are

Reduce cost with streamlined IT asset management

For many IT departments, headcount reductions have affected the staff levels required to manage asset inventories. Meanwhile aging hardware and reduced capital expenditure (CapEx) require extending the useful life of older technology. This creates a perfect storm of rising cost and emerging support gaps. Inventory tools such as IBM Support Insights are a large part of the inventory tracking solution; however, IT departments need a hybrid approach that leverages tools and expert services to track and manage assets.

- Create, maintain and provide updates to the inventory report
- Provide a continuously updated and accurate support plan
- Gain the flexibility to move to an operational expenditures (OpEx) instead of a CapEx budget to extend or refresh your infrastructure

Simplify vendor management

IT leaders struggle to focus on reducing costs and enhancing customer experiences while simultaneously managing the complex vendor and provider relationships that today's hybrid cloud environments require. Each new vendor relationship comes with disparate service contracts, licenses and service level agreements (SLAs) that must be separately managed. This leads to significant time spent managing support vendors, which can increase incident resolution time and raise the cost of overall support.

This service enhancement eliminates the noise and allows you to focus on your business objectives while IBM orchestrates and manages your vendor and provider relationships. An IBM specialist will manage invoicing for all vendors, contracts and service level agreements. The service also helps eliminate complexity by consolidating invoices and uncovering and resolving support gaps.

Conclusion

Organizations are increasingly moving workloads to the cloud, creating not only many new opportunities but also new challenges for IT leaders. As organizations attempt to digitize their IT environment, many are left attempting to manage support for both cloud and on-premises infrastructures. With multiple vendor technologies, support models have become more complicated, with dozens of OEMs and third-party maintenance providers servicing your hardware and software products. The traditional break-fix support model is no longer practical. You need a trusted partner with deep understanding of your industry, your business and technology goals, and who has the expertise to care for virtually all of your IT support needs.

IBM Integrated Support Services provides proactive and preventive maintenance with a single point of accountability dedicated to increasing availability, reducing complexity and augmenting your IT staff. Our collaborative approach is designed to provide a more cost-effective, flexible solution that is customized to your specific business needs. IBM Integrated Support Services consistently manages your multivendor IT environment to help ensure high availability, reduce complexity and augment your IT staff. Its advanced analytics and innovative technologies help ensure optimal operation of the environment. As a result, you can reinvest the cost savings into your business and accelerate transformation.

Why IBM Technology Support Services?

IBM Technology Support Services professionals have decades of expertise in the technology industry. Our experts support over 30,000 IBM and other OEM hardware and software products. In fact, The Total Economic Impact™ Of IBM Hybrid IT Support study from Forrester, which was based on interviews from 286 IT decision-makers who have engaged IBM for multivendor support, found a 21% reduction in the time staff spend on managing vendors, lowered hardware maintenance and support spending by up to 30% and reduced the time spent on hardware support tasks by up to 23%.¹ You can also count on IBM Technology Support Services to help you keep your mission-critical systems running smoothly 24x7.

For more information

To learn more about IBM Integrated Support Services, please contact your IBM representative or IBM Business Partner, or complete this form for an IBM representative to contact you. ibm.com/account/reg/us-en/signup?formid=MAIL-services2

Learn about IBM Support Insights at ibm.com/downloads/cas/PVYJ7PBA

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1 Forrester, “The Total Economic Impact™ Of IBM Hybrid IT Support <https://www.ibm.com/account/reg/us-en/signup?formid=urx-49246>,” January 2021

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