Technology Lifecycle Services for Cisco Products

Optimize your networking infrastructure and improve your security posture while focusing on your business

Highlights

Simplify multivendor maintenance and mitigate downtime with a single point of contact

Leverage IBM Services for Enterprise Networking

Optimize your Networking infrastructure using analytics and recommendations

Improve your security posture with cybersecurity solutions

In a complex IT environment, networking is the backbone for the IT infrastructure, enabling the connections between and across systems and applications. As such, the proliferation of vendors in the data center can make it difficult to pinpoint the origin of performance issues. In addition, dealing with multiple suppliers is time-consuming for IT staff and often keeps staff from focusing on more strategic initiatives. Clients need smart support to help predict and prevent unplanned disruption as well as infrastructure services to address expected and unexpected needs across the networking enronment.

IBM Technology Lifecycle Services offers comprehensive network and security solutions in partnership with Cisco, supporting and implementing virtual and physical environments. IBM provides a single point of contact for Cisco products to address your maintenance and support needs and deliver timely problem resolution to mitigate downtime. In addition, IBM can help clients plan, purchase, deploy, support, optimize, and refresh their networking and security environment with highly skilled certified consultants, enabling clients to get the most out of their IT infrastructure, improve resilience, and focus on their business objectives.

By selecting IBM as support and services partner, clients benefit from IBM's deep technical relationship with Cisco while gaining access to IBM expertise as a Cisco Global Gold System Integrator Partner providing a high quality support capabilities and professional services for Cisco solutions across the globe.

Simplify multivendor maintenance and mitigate downtime with a single point of contact
IT leaders struggle to manage the complex vendor relationships that today's IT environments require while trying to contain costs. Maintaining disparate service contracts, licenses, and SLAs can be time-consuming and costly and hinder you from focusing on more strategic business goals. The proliferation of vendors in the data center has a direct impact on the amount of downtime experienced, according to IDC.[1]

IBM provides a holistic approach to support with the ability to look at your systems and how they interact, helping arrive at a resolution quickly while alleviating the burden on your in-house staff, globally IBM resolves 97% of networking hardware issues for Cisco Systems at first call.[2] These benefits can bring you significant cost savings that can then be reinvested into other areas of your business.

IBM

Unlock the full potential of your network with IBM Technology Lifecycle Services, in partnership with Cisco. Our comprehensive firewall and network solutions support both virtual and physical environments, designed to ensure your network is always secured and performing at its best.

By partnering with Cisco, IBM offers comprehensive support solutions for Cisco products to help ensure enhanced availability and performance. The IBM Managed Maintenance Solution (MMS) provides software updates, hardware replacements, and 24/7 support for Cisco physical and virtual hardware, including virtual firewalls, applications, and operating systems. Taking it a step further, the IBM Total Solution Support (ITSS) offers solution-level support with an expanded scope, improved response times, and access to a dedicated IBM Technical Account Manager (TAM) with deep network technical expertise to help you enable smooth operations and reduce the need for IT staff upskilling. Additionally, for organizations implementing SD-WAN and SDN solutions, IBM Support Services for Software Defined Network (SDN) is designed to provide a bundled offering of hardware and software support, post-implementation technical consultancy, and access to a IBM Technical Account Manager (TAM) as well.

Leverage IBM Services for Enterprise Networking
Our Technology Lifecycle Services are designed to help you bridge the gap in skills and resources, and prioritize your virtual and physical networking environment is protected and optimized for high availability and operational resiliency. IBM offers a range of services to help organizations modernize, implement, and optimize their network solutions, such as IBM Multivendor Project Services for Networking and Security, IBM Implementation Services for Software Defined Network (SDN), and IBM Network Health Check.

The IBM Multivendor Project Services for Networking and Security provides enterprise networking lifecycle services, leveraging IBM's technical expertise, tools, and methodologies to help clients deploy and implement network and security solutions that meet their specific needs. Additionally, IBM Implementation Services for Software Defined Network (SDN) helps organizations design and deploy new Cisco SDN solutions, reducing networking complexity and improving network traffic management, visibility, security, performance, and high availability. Furthermore, the IBM Network Health Check is a remote assessment service that provides a comprehensive report on the network's security, health, and performance, enabling organizations to proactively address issues, improve systems performance, and gain insights into their network inventory. These services aim to provide a better customer experience, increased operational efficiency, and better control of investment while helping organizations build new network environments and implement infrastructure into existing ones.

Optimize your networking infrastructure using analytics and recommendations
IBM® Support Insights is a cloud-based service that is designed to help IT teams improve IT uptime and address vulnerabilities with analytics-driven insights, asset management, and preventive maintenance recommendations to improve infrastructure availability. Included with select IBM contracts, it offers better visibility across your data center, on-premises and virtual IT infrastructure, and networking environments.

IBM Technology Lifecycle Services is your trusted support and services partner, committed to your IT environment

In addition to standard capabilities, the IBM® Support Insights Pro subscription offers additional value with prioritized security vulnerability and lifecycle insights, recommended OS and firmware levels, and extended case history and analysis. This service helps you identify current and potential system issues, delivered with risk scores and recommendations for actions you can take to reduce unplanned downtime and avoid service gaps.

Improve your security posture with cybersecurity solutions
Globally, security teams are struggling to keep IT environments protected and prevent breaches. According to the latest Cost of a Data Breach Report 2025, global average breach cost dropped to USD 4.44 million from USD 4.88 million in 2024, a 9% decrease and a return to 2023 cost levels.[3] Innovative technologies, such as the Next Generation of Firewalls (NGFW), can help organizations strengthen their data security. IBM Technology Lifecycle Services can plan, purchase, install, uninstall, and provide support across the entire lifecycle of your firewalls, whether they are traditional or virtual like NGFW. IBM offers comprehensive firewall and network solutions in partnership with Cisco, supporting and implementing virtual and physical environments. Our committed approach strengthens network security against advanced threats, helping to prevent breaches and mitigate cyberattack risks that can cause costly downtime and reputational damage to organizations.

Conclusion
IBM Technology Lifecycle Services and Cisco have a unique history and global presence that allow us to offer high-quality support and services for Cisco products. Clients gain access to industry experts certified as Cisco's Global Gold Integrator who help close the skills gap of their in-house staff. IBM provides a worldwide reach for fast access to experienced and certified technical support personnel around the clock with a comprehensive set of hardware and software support services that help identify dependencies across your Cisco network and security products.

Why IBM Technology Lifecycle Services?
IBM Technology Lifecycle Services is your trusted partner for comprehensive support and services across IBM Infrastructure and leading third-party providers, combining technical expertise with AI-driven analytics and automation to deliver consistent and proactive support throughout the IT infrastructure lifecycle. Our certified professionals worldwide help optimize investments and business outcomes, by ensuring maximum availability, performance, and compliance.

For more information
To learn more about IBM Technology Lifecycle Services for Cisco Products please contact your IBM representative or Business Partner, scan the QR code or click at buttons below:

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1 IDC The Cost of Downtime in Datacenter Environments Report #US50240823

2 Source: IBM Internal Data.

3 Cost of a Data Breach Report 2025