Simplify IT Support Management with IBM Technology Support Services

Reduce complexity, decrease costs and ensure availability with expert single source support for your multivendor IT environment.
Streamline your IT support OEM and vendor contracts to a strategic partner with the expertise to care for virtually all of your technology support needs.
As your enterprise adopts new technologies, your tech support and maintenance model grows exponentially, with dozens of original equipment manufacturers (OEMs) and third-party maintenance providers servicing their hardware and software products. The complexity of managing so many vendors within the four walls of the data center has become a logistical jungle. Even a few minutes of downtime can have a major impact on supply chains, productivity, finances and brand loyalty. Case in point, a Ponemon Institute study determined that the average cost of a data center outage is $740,357—a 38 percent increase since 2010.¹

Whom do you call when an unplanned outage in your data center occurs?

Contact IBM today—we can help.
The technology support environment facing today’s enterprise is more challenging than ever. In today’s hybrid cloud and heterogeneous IT environments, continuous change is the new norm when supporting long-term business direction and requirements. Technology support must continuously evolve and change with these demands. An updated, aligned support strategy is vital to the sustainability of the IT environment and the client facing assets it supports.

**Complex IT environments**
Given the diversity of your infrastructure, IT support requires engaging and managing many vendors.

**Lack of internal resources**
Headcount reductions affect the staff levels required to manage asset inventories, install timely code updates, firmware updates, and effectively manage issues across IT support vendors.

**Budget issues**
Hardware and software support is being considered “non-strategic” IT spending. Allocating IT budgets to strategic initiatives creates pressure to re-evaluate technology support costs versus risk.

**Aging hardware**
The desire to conserve capital or deploy it to more strategic initiatives requires using existing systems for longer than originally planned.

**Continual updates and patches**
Evading outages that could have been avoided if updates and patches were current is difficult. Lack of tooling or too many conflicting OEM-specific tools can add to the complexity of resolution.

How many vendors are in your data center?
Your data center’s servers, storage, networking, security devices and software are in need of an integrated support services model that enables you to streamline support for your multivendor data center and across the 4-walls of your enterprise.

Capabilities provided by IBM are enhanced through the use of leading support management technology—including IBM Watson, augmented reality, blockchain, client insights portal—and proprietary databases of technical information, available to address particular maintenance and support concerns such as aggregated event analysis, reporting and proactive monitoring.

Click here to listen to our webinar on demand: “Simplify Data Center Support with a proactive approach that can save you time and money”

Servers supported: IBM, Cisco, Dell/EMC, Fujitsu, HPE, Lenovo, Sun/Oracle

Storage supported: IBM, Dell/EMC, Hitachi, HPE, NetApp, Sun/Oracle

Networking: Cisco, Citrix, Juniper, F5, Fortinet, Palo Alto, Checkpoint, Riverbed, Brocade

Plus, support for third party software including:
- proactive support for x86 (Windows)
- support and subscription for VMWare
- comprehensive support solutions for the Open Source ecosystem

IBM’s IT support staff already supports over 30,000 IT devices across all manufacturers. If you don’t see your IT manufacturer listed, just ask.
IBM can help

IBM Industry Solutions
IBM works with business and IT leaders to develop proactive industry-leading practices for managing and maintaining hardware devices and software across multiple industries.

Through our extensive industry relationships, we can consolidate your existing IT support management contracts into a single IBM maintenance and support contract that covers virtually all of your IT environment.

Our industry solutions include:

ATM & Branch Banking Services for Financial Institutions
Optimize ATM and branch services availability with analytics-based, proactive technical support.

Retail Technology Support Solutions
Minimize system downtime with single-point-of-contact proactive maintenance and support for all the devices, software and networks in your store.
IBM Technology Support Services

03 IBM can help

IBM provides proactive and preventive support—when and where you need it:

**Lifecycle maintenance**
Lifecycle maintenance enables client’s maintenance services and IT infrastructure refresh through flexible financing, optimized by proactively following specific device type life cycles.

**Business value:**
- Extend the life of your existing investments and prolong product life by extending maintenance care
- Consolidate the number of IT vendors you use in your IT ecosystem
- Reduce total cost of device ownership

42%
CAPEX savings from improved IT asset management²
03 IBM can help

### Warranty and vendor management
- Keep your IBM and other OEM systems running with our integrated, around-the-clock hardware and software services that are backed by IBM’s product expertise, global support infrastructure, thousands of highly trained employees worldwide and Watson™ cognitive computing capabilities.
- Help remove coverage gaps with a single point of accountability and invoice for all vendors, contracts and SLAs
- Avoid technical support gaps by helping ensure that end-of-warranty devices are supported
- Coordinate and manage multiple vendor contractual commitments and activities, within and outside the warranty period

**Business value:**

**from vendor management perspective**
- Provides cost effective management of vendor staffing commitments
- Improved vendor control
- Reduced support interactions through single point of contact

**from warranty management perspective**
- Improves warranty service level quality
- Reduces warranty spending while enhancing warranty metrics
- Improves warranty resolution time and warranty contract management

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To learn more about IBM Technology Support Services, click [here](#) or contact your IBM representative.
IBM Technology Support Services

03 IBM can help

**Inventory and asset management**
Implement the process of continuous proactive management of IT inventory and related contracts with the intent to reduce overall IT spending. Gain asset visibility, help reduce asset costs, virtually eliminate support exposure, and ease financial and capital planning.

Answer questions such as:
- What devices do I have?
- Where are they located?
- What is the device's coverage and alert posture?

**Business value:**
- Practically eliminates support exposure
- Helps reduce the IT asset cost of ownership
- Ease financial planning

**Change management**
Proactive plan coordination for complex, normal and emergency changes. Plan control; reduce outages and coordinate change across vendors and platforms.

**Business value:**
- Enables coordination and planning of change related on-site resources
- Implements cost effective changes
- Enforces standard methods and change procedures

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To learn more about IBM Technology Support Services, click here or contact your IBM representative.

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as much as

20%

reduction in client time spent on hardware support*
IBM Technology Support Services

03 IBM can help

Availability management
Proactively track and plan system availability, better manage crisis, help reduce time spent on failures, and improve uptime through data intelligence and help reduce business risk. Advanced analytics for predictive and condition-based support help prevent incidents before they occur.

Business value:
- Provides better insight into common availability issues for both client and IT support vendor assets
- Shortens the service support window especially on critical IT assets
- Reduces the financial impact of system failures

Custom reporting and invoicing
Custom reporting and invoicing provides flexible, customer defined IT service related reporting options that ease performance tracking of the relation between clients’ IT service and business performance.

Business value:
- Assess, re-define, consolidate and analyze data related to client IT environment performance
- Lead interactive review sessions to interpret performance data and recommend improvements
- Connect client’s IT related reporting to the reporting on client business side

64%
Incidents automatically resolved by virtual engineers®
IBM Technology Support Services

03 IBM can help

**Hardware and software delivery management**
Manage delivery and relationships across heterogeneous, multivendor IT environments. Help improve the IT processes by expediting the response times for corrective actions to give IT staff time for other priorities.

**Business value:**
- Enables long term improvement of the actual hardware and software maintenance delivery for IT assets
- Offers a single point of contact for support and management, reducing confusion and overlapping action

**Network and security support**
Help enable a strategic support approach in order to reduce complexity of managing multiple support vendors, while helping improve overall availability of networking and security infrastructure.

**Business value:**
- 24/7 maintenance solutions and end-to-end feedback on the status of your network and network security equipment.
- Mitigate risks with automated, remote, and on-site technical support from a single point of contact, reducing the complexities of managing support from multiple vendors.
- Proactive support using analytics algorithms to predict failure and take actions before failure occurs.
- Offering single-point access to key OEM updates, such as subscriptions and patches, firewall protection and software releases to help protect the network.

Partnerships with leading network and security OEMs, including Cisco, Juniper, F5, Palo Alto, CheckPoint, Riverbed, Citrix and more enable IBM to act as the maintenance provider of choice for your entire network, offering single-point access for key patches, updates and equipment maintenance.
Multivendor Software Support Services
Comprehensive support solutions for multivendor software that can reduce complexity and consolidate support for any IT infrastructure.

Our system level skills for multiple products, such as operating systems, hardware, hypervisors, and middleware, allow us to pinpoint issues and resolve complex problems quickly and effectively. We offer:

- Around-the-clock support for software products from vendors such as Cisco, Microsoft, VMware, Docker and Nutanix.
- Subscription & Support for Red Hat, SUSE and Ubuntu products, including Virtualization, Containers, OpenStack, SAP HANA and software defined storage.
- Enterprise class support for more than 100 community versions of open source software.
- Enhanced support that can include proactive support services.

Business value:
- Reduce the cost and complexity by providing a single-source of support
- Support hundreds of software products across virtually any platform
- Fast industry response times and speed to resolution with industry leading NPS
- Support includes diagnostics & virtually unlimited assistance with how-to, usage, configuration, installation, product compatibility and interoperability questions
- Extensive, flexible and customizable service options focused on Proactive & Predictive maintenance: analytics to head off problems before they happen
- Our alliance partnerships with leading software vendors allow us to build client solutions that maximize performance, availability and choice for our clients
IBM Technology Support Services

04 Open source software support

Comprehensive support solutions for your open source ecosystem

As enterprise adoption of Open Source Software (OSS) continues to grow, the underlying support structure only increases in complexity and often fragments across multiple hardware, software, application vendors and open source communities. With technical skills that are grounded in decades of experience with Linux and other open source technologies, IBM can simplify support for your OSS. Whether you are using community editions, commercial products, individual packages or a complex software stack, IBM can support your entire open source ecosystem.

Linux Operating System
- Subscription & support for all major distributions of Linux including Red Hat, SUSE, and Ubuntu
- Enhanced support for CentOS
- Unmatched skills on IBM Z®, IBM Power® and OEM Intel
- Over 19 years experience providing open source support
- 99 percent IBM fix rate

Commercial OSS
- Subscription & support solutions for most Red Hat & SUSE products
- Software Defined Storage including Red Hat Ceph, Red Hat Gluster & SUSE Enterprise Storage
- Distributions for SAP applications
- Docker EE support available for IBM Z platforms

Community OSS
- Enterprise-class support for 100+ community versions of open source software
- Gain access to industry experts and obtain virtually unlimited assistance for a wide variety of how-to and usage questions.
- Get advice on which OSS packages could be optimized or best-suited for your specific project
Open source software support

Comprehensive support solutions for your open source ecosystem

We can support over 100+ of the most commonly used open source packages including:

**Analytics**: Jenkins, Elasticsearch (ELK), Logastash, Apache Maven, Apache Spark, Kibana

**Databases**: MongoDB, Apache Cassandra, PostgreSQL, Apache CouchDB, MariaDB

**Application runtime**: OpenJDK, Node.js, PHP

**Application servers**: Apache httpServer, Apache Tomcat, Spring, Wordpress, NGINX

**Security**: OpenLDAP, OpenSSL, 389DirectoryServer, OpenVPN

**Many other packages including**: CentOS, Kubernetes, Docker, Kubernetes, ActiveMQ, GitLab, Chef, Puppet

Our support offerings go far beyond break/fix, we are experts across the stack and can help solve problems whether they originate in one product or are the result of complex interactions between multiple open source packages.

So ask the hard questions, our community of experts is here for you!

Supported products list for IBM Cloud Open Source Support:
ibm.com/services/supline/products/OSS.html
IBM Technology Support Services

05 The IBM difference

Flexibility
IBM's collaborative approach to IT infrastructure support is designed to provide a more cost-effective and flexible solution that's customized to your specific business needs.

People
IBM has over 19,000 trusted service personnel support over 30,000 OEM products, each averaging 14 years' experience and holding 200+ industry certifications, ready to support your needs.

Logistics
By choosing IBM, you are choosing a global presence in 130 countries and supporting 127 languages.

Experience
a trusted industry leader with a forward-thinking approach and experience supporting clients’ business systems.

Learn more about the IBM Delivery Difference

To learn more about IBM Technology Support Services, click here or contact your IBM representative.
Augmented Remote Assist
A mobile app that enables field technology support technicians to connect to our highest level of technical expertise for real-time assistance to perform complex diagnostics or repairs. [Click here to learn more]

Benefits:
- Presents visual instructions in the right context
- Increases first-time fix rate, reducing repair time and site visits
- Supports any product IBM maintains

Client Insights Portal
Improve your IT support management visibility, availability and efficiency within a simple, easy to use dashboard.

Benefits:
- Assist with inventory tracking/management
- Provides your teams with insights into delivery and product performance
- Eliminates the need for creating many different static reports

Watson Agent Assist
Leverage IBM Research’s Watson technology to help support personnel find the right answer the first time, helping clients solve issues faster.

Benefits:
- Decreased call duration
- Reduced time to resolution and system downtime
- Reduced onsite service call
- Reduced downtime and staffing requirements
**Watson predictive analytics**

IBM Watson cognitive capabilities and predictive analytics maximize your efficiency and effectiveness to deliver for clients. Watson can process questions from hundreds of TSS agents, then analyzes and ranks support solutions posted instantly with probability scores resulting from matching previous fixes. Access to log files, error codes, support documents and other technical information on hundreds of IT systems form the Watson knowledge base.

**Click here to learn more**

**Benefits:**
- Transform scheduled preventative support to intelligent, data-driven action
- Intercept component degradation to prolong its lifetime

**Blockchain**

Blockchain offers the foundation for trusted collaboration throughout technology support system responsible for streamlining, standardizing, automating and validating with less human intervention and error, and more visibility, traceability, scalability, and accountability.

**Benefits:**
- Provide global visibility into billing data
- Streamline/automate the billing processes
- Transform from a people-driven to system-driven process
- Enables trusted billing and operational data in a secure, transparent manner
### 05 The IBM difference

**Consolidated support for your multivendor IT environment**

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Choose to support your IT needs with IBM’s robust global infrastructure, offering nearly unparalleled access to service parts, skills, outstanding support and industry-leading vendor alliances:

- 585 parts stocking locations covering over 30,000 different products and services with worldwide distribution
- 1.3M IBM and non-IBM parts stocked
- within 4 hour parts delivery for 99 percent of US customers

**Learn how to start** your integration into the IBM Technology Support Services perspective today.

save as much as 25% over traditional IT support management
**Fortis Healthcare Ltd.**
In Asia, IBM renewed a contract with Fortis Healthcare Ltd.—which delivers healthcare services across India, Dubai, Mauritius, and Sri Lanka—engaging IBM Technology Support Services to help consolidate 40 healthcare facilities operating more than 25 individually managed IT systems with one streamlined solution. With this Multivendor Support Services solution, Fortis can meet the varying needs of a growing, geographically dispersed workforce, reduce costs, and prioritize IT issues so its 16,000 employees can always put patients first.

[Click here](#) to read the case study or download the [pdf].

**New Zealand mobile carrier**
With IBM Technology Support Services, a large New Zealand mobile carrier was able to simplify its IT processes and management to save both time and money. The IBM team also helped build more flexibility into its vendor management processes, including a 30-day window on contract terminations. IBM now manages relationships with multiple vendors on behalf of the business, which has created new efficiencies and paths to cost savings.
IBM Technology Support Services

07 Trademarks and notes

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Sources:

2 IBM data analysis vs OEM IT refresh cycles, 2016.
3, 4 The Total Economic Impact of IBM Multivendor Services, Forrester Research, September 2019.
5 IBM internal data as of December 2016.