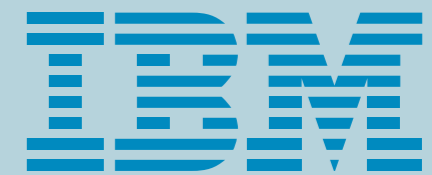


IBM Global Technology Services

Building and managing the backbone that powers the era of enterprise hybrid IT



Resiliency Services

100% success in meeting commitments to clients who have declared incidents

2015 Leader* for **Disaster Recovery** as a Service based on its ability to execute and completeness of vision

Technical Support Services

94% first-call hardware success rate

Over 6.8 million hardware and software service requests performed annually (19,400 per day!)

Mobility Services

Leader in mobility in more than 20 reports by Mobile Industry Analysts

5.5 million devices under management

Systems Services

Over 1000 modular data centres built in the last 5 years

Over 430 client and IBM data centres under management

Security Services

34+ security research and operation centres managing

20B+ events for

4K+ clients per day

Networking Services

Deep expertise in network technologies like Network function virtualization (NFV) and Software-defined networking (SDN)

Over 850k network devices under management



Cloud Services

Over 200 Cloud Advisors - technical professionals with real, hands-on experience of delivering cloud to enterprise clients

