IBM Services Business Partner Offerings

Offering overviews for Business Resiliency Services, Technology Support Services, Hybrid Cloud Services, and Security Services*

IBM Global Technology Services
Business Partner Channel
July 2018

*Availability of offerings varies by Country
Client needs

- Continuous availability in an always on world
- Business process and application recovery across hybrid environments
- Protection against new and evolving threats
- Help managing regulatory compliance
- Expertise to manage complex environments

IBM value

- Mitigate risk and improve resiliency posture
- Protect brand and revenue
- Protect capital investment
- Reduce costs
- Orchestrate IT recovery
- Improve back up and recovery service performance

IBM differentiators

- 100% success rate in meeting commitments to clients who declared incidents
- 55+ years of DR and Business Continuity experience
- 10,000+ clients protected
- 388 IBM Resiliency Centers in 68 countries
- Gartner MQ Leader for DRaaS – three consecutive years
- 3.5EB data managed
- 6,000+ dedicated professionals

Value to Partners

- Capture new markets
- Differentiate your offerings with Resiliency Services
- Provide customers lower operational costs
- Attain confidence in technology

Visit Business Resiliency Services on IBM PartnerWorld
**Target Customer**
- Cross Industry, all sizes
- Chief information officer, chief technology officer, chief operating officer, head of IT infrastructure, chief risk officer, business continuity manager, Disaster Recovery Manager, and LOB heads / executives
- Clients seeking to implement faster, more cost-effective disaster recovery through the use of workflow automation

**IBM Resiliency Orchestration**

*IBM Resiliency Orchestration* is an on-premise software offering that features a management solution for aligning Disaster Recovery (DR) infrastructure and capabilities with Recovery Time and Recovery Point objectives. It offers DR monitoring, reporting, testing and workflow automation for complex hybrid cloud environments that help enterprises to proactively avoid costly disruptions.

**Possible Client Issues / Challenges**
- Lack of definition around recovery processes

**Competitive Advantage**

**Key competitors:**
- Zerto, Perpetuiti, Veeam, Axcient, Rackware, CCL, Sungard, VMWare, Dell/EMC

**Top reasons why IBM is better:**
- Global reach
- Flexibility: Works in a hybrid or multi-platform environment
- Decades of experience in Implementing DR environments for client

**BP Value Proposition**

Software Resellers:
- Competitive edge in the market by expanding the IBM software applications you currently resell
- Complements your portfolio and helps go up the value chain

Traditional Business Partners/Resellers/SI:
- Add services that can be combined with other GTS/Resiliency portfolio offerings to provide clients with complete, end to end solutions
- Grow from System Integrators to Services Integrators

CSP/MSPs:
- Implement your own services around the software application, extending their portfolio of managed services

**Client Pain Points**

- Need to prevent and minimize unplanned outages caused by natural disasters, power failure, configuration changes, release integration or handoff errors, and people or process errors, cyber-attacks and insider threats
- Need for heterogeneous support for tiered applications for interdependent, physical and virtual and hybrid environments
- Mature DR team in need of automation and orchestration of recovery, desiring a do-it-yourself methodology

**Typical Project**
- Software is priced per server/virtual machine managed, so pricing varies according to client requirement and environment size
IBM Cloud Resiliency Orchestration offers disaster recovery monitoring, reporting, testing and workflow automation capabilities of complex hybrid IT environments in a scalable, easier to use solution built on industry standards. Orchestration provides a unified disaster recovery management approach that delivers real-time disaster recovery readiness validation, through the use of a web-based central management dashboard. Fully managed service and software + implementation only options are available.

Possible Client Issues / Challenges

• Multi-tenant will be custom/field solution

Client Pain Points

• Risk of downtime and compliance with changing regulator requirements
• Challenges in creating DR strategy for more complex and hybrid environments
• DR and testing are often labor intensive and prone to manual errors, thereby impacting RTO
• Skills and resource limitations

Target Customer

• Cross-industry, midsized to large clients
• Information Technology or Financial Officer, Chief Risk Officer and Chief Compliance Officer, Business Continuity Manager

Competitive Advantage

Key competitors:
• SunGuard, Perpetuuiti, VM ware SRM, Zerto, Geminare

Competitive Advantages:
• Market Leader 370+ customers
• Purpose built with remote enterprise debugging capabilities
• Live implementations across 50 heterogeneous technologies
• Local proxy for scalability and reduced bandwidth
• Faster and non-intrusive upgrades with remote upgrade feature
• Support Disruptive and non-disruptive tests

BP Value Proposition

Software Resellers
• Competitive edge in the market by expanding the IBM software applications they resell
Traditional GTS Partners/Resellers
• Strengthens client dependence on the partner for trusted solutions
• Adds services that can be combined with other GTS/Resiliency portfolio offerings to provide the clients with complete, end to end solutions

SIs/MSPs
• Implement their own services around the software application
• ‘Out of box’ DR automation of provisioning and drills, cuts provisioning time to minutes
• Single console to provision, monitor, validate, test and report multiple customers.
• Application aware approach eliminates expertise and makes it easy to deploy.
• Offers recovery for enterprise applications that spans across multiple customers

Typical Project

• Deal size will typically range from three-year total contract value (TCV) of US$200K DIY & $1M to $5 M for Managed Services
Target Customer

- Cross Industry, all sizes
- Chief operating officer, chief information officer, chief risk officer, business continuity manager, and LOB executives
- Identify clients seeking to implement faster, more cost-effective disaster recovery through the use of workflow automation

IBM Orchestrated Disaster Recovery as a Service combines cloud capability, Resiliency Services expertise, and time-tested IBM Cloud Resiliency Orchestration with Zerto Virtual Replication to support data availability and recovery across your virtualized server environment. It now adds further protection against site outages, natural disasters, or denial of access by providing a secondary site in the cloud, available with a short lead time with minimal data loss.

Possible Client Issues / Challenges

- Virtualization only as standard, custom solution required for physical
- No System z, System i or System P support as standard
- Orchestrated DRaaS is highly automated but does not switch (failover) automatically
- Networking/connectivity is not standardized but based on client needs

IBM Services

Competitive Advantage

Key competitors:
- Sungard, VMware Disaster Recovery (AWS and Azure), Veeam, Rackware, DIY

Top reasons why IBM is better:
- Both IDC and Gartner name IBM as a LEADER in Disaster Recovery as a Service (DRaaS)
- More than 50 years of experience with business resilience and information protection
- Global reach with 300+ Cloud Resiliency data centers worldwide
- Proven Leader in risk & resiliency space
- 4,000+ highly skilled professionals supporting over 10k resiliency services clients globally

BP Value Proposition

- Strengthens client reliance on partner as a trusted advisor, by providing an end to end Disaster recovery strategy and implementation
- DR automation of provisioning and testing that can cut provisioning time from days or hours down to minutes – resulting in faster recovery time objectives (RTO) and recovery point objectives (RPO)

Client Pain Points

- Need to prevent unplanned outages caused by configuration, release integration or handoff errors, people or process issues
- Challenges managing DR issues in-house due to very complex hybrid environment
- Expectation to maintain 99.99% systems availability / always-on operations
- Fear of disruption that causes service outage
- Uncertainty that risks are fully assessed across all layers of the organization, physical and virtual; know weakest links
- Doubt that client has the right plans necessary to protect their business; client is not confident that if they “hit the DR button,” their DR plan would work as designed

Typical Project

- Pricing varies according to client size and volume
IBM Cloud Virtualized Server Recovery Services

IBM Cloud Virtualized Server Recovery provides faster recovery, reduces data loss and improves server recovery reliability by leveraging automation and cloud technologies. It offers the flexibility of remote server recovery to private, public and/or hybrid clouds and supports virtualized and non-virtualized server environments in a subscription-based pricing model to provide predictable costs.

Target Customer
• Cross Industry, Midsized to large clients
• Information, Technology or Financial officer, Data Center Manager
• Chief Risk Officer and Chief Compliance Officer

Competitive Advantage
Key competitors:
• Do-It-Yourself, SunGuard, HP, CSC
Competitive Advantages:
• Supports both virtualized and non-virtualized server environments
• Supports Windows, AIX and Linux platforms
• Multiple service options & deploy models for various client needs
• ~ 312 cloud resiliency centers across 68 countries that can support more localized cloud services infrastructures
• Failback is a planned event that allows clients to move back to production
• Achieve near-zero recovery point objective (RPO) and a recovery time objective (RTO) within minutes

Possible Client Issues / Challenges
• No System z or System i support
• VSR is highly automated but does not switch (failover) automatically
• Networking/connectivity is not standardized but based on client need

IBM Services

Possible Client Issues / Challenges
• No System z or System i support
• VSR is highly automated but does not switch (failover) automatically
• Networking/connectivity is not standardized but based on client need

Typical Project
• Deal size will typically range from three-year total contract value (TCV) of US$250,000 (30 virtual machines) to US$2M (250+ virtual machines)

Possible Client Issues / Challenges
• No System z or System i support
• VSR is highly automated but does not switch (failover) automatically
• Networking/connectivity is not standardized but based on client need

BP Value Proposition

Market Opportunity: $11.2B Resiliency Services opportunity in 2015**

<table>
<thead>
<tr>
<th>Deal Size K$</th>
<th>Average Annual Revenue</th>
<th>Average BP Margin *</th>
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<tbody>
<tr>
<td>Small amount of data</td>
<td>$17</td>
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<tr>
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<tr>
<td>Large amount of data</td>
<td>$267</td>
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</tbody>
</table>

Complementary BP Services: Examples include Cloud Assessment, Cloud Design / Planning, Cloud Migration / Implementation, etc

BP Investment Required: Tech Training, Sales Reps, Pre/Post Sales, Demand Gen/Marketing

** Source: IBM Internal GMV 2H2014 Service Line Forecast

* The potential profit margin(s) is/are for illustrative purposes only and is/are not intended to be a guarantee of the margin(s) a Business Partner may realize. Potential profit margins were calculated using standard discounts available to Business Partners who acquire directly from IBM and discounts may vary

Client Pain Points
• Low tolerance for business downtime
• Low tolerance for data loss
• Travel to recovery site
• Recovery to unlike hardware and mixed operating environments
• Up-front IT recovery infrastructure investments
• Skills and resource limitations
IBM Services

IBM Backup as a Service

IBM Backup as a Service provides secure, managed protection of critical business data. Our service provides onsite and remote data backup which reduces operational risk and total cost of ownership.

Target Customer
• Cross Industry
• Chief Information Officer, Chief Financial Officer, Vice President of IT

Competitive Advantage
Key competitors:
• Do it yourself, HP, Iron Mountain
Top reasons why IBM is better:
• Operational expense model
• Fully managed service
• Global reach
• Multiple deployment models: on premise, hybrid, or cloud
• Integration with IBM Disaster Recovery
• 50+ years of experience in business resilience and information protection with over 4,000 professionals in resiliency centers worldwide
• Management reporting portal
• Better than 98% backup success rates – SLA’s

Possible Client Issues / Challenges
• Networking/connectivity is not standardized but based on client need
• System z not supported

BP Value Proposition
• Market Opportunity = $0.8B 2017 Data Backup Managed Services growing to $1.5B in 2022 Source: MarketsandMarkets December 2017
• Complementary BP Services: Examples include Cloud Assessment, Cloud Design / Planning, Cloud Migration / Implementation, etc.
• BP Investment Required: Technical Training, Sales Reps, Pre/Post Sales, Demand Gen / Marketing

Typical Project
• Average deal size can range from US$500 thousand (TCV) for Midmarket clients, to approximately US$2 million (TCV) for Large Enterprise clients given an average term of 60 months

Client Pain Points
• Increased risk of data loss due to cyber attacks and business complexity
• Rising cost of data loss and downtime
• Limited staff or skills to support complex backup environments
• Need to comply with government and industry regulatory requirements

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**IBM Services**

**IBM Geographically Dispersed Resiliency**

*IBM® Power Systems™* users need to maintain high availability, recover quickly from planned and unplanned outages and comply with increasing regulatory requirements, all while limiting IT costs. The new IBM Geographically Dispersed Resiliency for Power Systems solution provides automation software, installation services and remote-based software support aimed at speeding and streamlining the process of disaster recovery, increasing availability and helping you better manage compliance issues.

**Target Customer**
- C-level: CIO, CFO, CTO, COO
- Business line managers: DevOps VPs; IT infrastructure, service delivery, operations managers and data center managers with AIX, IBM i, or Linux on Power Systems

**Competitive Advantage**

Key competitors:
- Software competitors: Oracle, Veritas

Top reasons why IBM is better:
- The solution reduces complexity and cost because a clustered configuration is not required in the recovery site
- Automation speeds disaster recovery and reduces manual errors
- The technology provides operator controlled automatic failover for servers and storage

**Possible Client Issues / Challenges**

- Only supports a number of hardware replication solutions: IBM SVC, Storwize, DS8K (async only), EMC SRDF and Hitachi HUR.

**BP Value Proposition**

- Value-added application and service offering for Distributors and resellers who sell IBM® Power Systems™
- Additional revenue, compensated through discounted pricing structure
- Opportunity to sell GDR with additional Power & Disk products to build out recovery infrastructure.
- Opportunity to package GDR with Power’s flexible capacity offerings, e.g. Capacity backup and Enterprise Pools

**Client Pain Points**

- Do-it-yourself disaster recovery is manually intensive with a heavy reliance on operations staff and others
- Mission-critical applications require higher availability
- Regulatory compliance issues require periodic and expensive disaster recovery testing
- Need to create easier-to-use, more cost-effective business continuity plans without increasing IT costs

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**Typical Project**

- Pricing includes both the Geographically Dispersed Resiliency for Power Systems software and the installation services and is expected to range from USD50,000 to more than USD150,000.
- The software pricing will be based on the number of processor cores active in the production system and the install hours will scale with the number of virtual machines configured and the number of storage volumes to be replicated.
IBM Services

IBM Resiliency Consulting Services

IBM Resiliency Consulting Services helps analyze client resilience requirements and existing capabilities, develops strategies and conceptual designs including cloud and traditional resilience options, incident response plans/procedures for business processes, IT disaster recovery and corporate crisis management, resiliency program design and governance that link business and IT objectives with estimated costs, implementation effort, roadmaps and implementation plans to allow your client to achieve the best comprehensive enterprise resilience program.

Target Customer

• Cross Industry, all sizes
• Chief operating officer, chief information officer, chief risk officer, IT Disaster Recovery Program Manager, IT risk manager and planners, LOB executives
• Director Business Continuity Management, Business Continuity Manager

Competitive Advantage

Key competitors:
• EY, PWC, Accenture, Deloitte, SunGard
• Niche or boutique consultancies
• In-house IT staff
Top reasons why IBM is better:
• Over 40 years of experience helping clients with business resilience
• Experienced consultants leverage tested methods to help you define, implement and manage a comprehensive resilience solution
• Local consultants in many countries – extensive experience with global clients
• Broad experience in industry verticals
• Get it done right the first time

Possible Client Issues / Challenges

• Limited consultant availability in some geographies

BP Value Proposition

• Become a trusted advisor to provide a holistic business oriented view of the enterprise which includes strategy and vision, organization, processes, applications, data, technology and facilities
• Provide a more comprehensive view of linkages between critical business processes, dependent applications and supporting IT services and the ROI of resiliency in terms of the impact of disruption risk to business value
• Improved resiliency solves a major business problem

Client Pain Points

• Rising cost and increasing complexity of managing enterprise wide hybrid IT’s continuity and resilience
• Increasing instances of down time and disruptions impacting operations and repeated failure of test exercises and recoveries
• Lack of in-house skills and resources needed to implement, maintain and test viable DR and BCP plans and procedures
• Under pressure to reduce cost but deliver improved resilience capabilities that meet ‘always on’ requirement

Typical Project

• Starts at US$ 50,000 and varies according to client size and complexity, existing level of resiliency maturity, project scope and duration
Client needs

Accountability, simplicity, availability

- Simplify infrastructure management
- Balancing the risk of a downtime with the cost of maintenance support
- Consolidate hundreds of OEMs/third party maintenance providers

IBM value

- +2.5 years additional useful life of your multivendor equipment
- 57% CAPEX savings from improved IT asset mgmt.
- 20% reduction in OpEx costs through outage mitigation and accelerated problem resolution
- 37% reduction in time clients spend on hardware support
- 43% reduction in time managing vendor relationships

IBM differentiators

- AI-powered expert IT support, bringing new insights to improve customer experience
- 30,000+ IBM and non-IBM supported devices
- Enterprise class support for 100+ community versions of open source software
- Presence in 180+ countries speaking 127 languages
- Solving over 6 million annual HW/SW service requests

Value to Partners

- Vendor-agnostic support
- Expand existing annuity revenue stream with Multi-vendor IT Support Services
- Client facing Co-selling and Co-Marketing
- Partner centric Education on Multi-vendor IT Support Services in the Data Center

Visit Technology Support Services on IBM PartnerWorld
IBM Technology Support Services
Integrated Support Services

IBM’s integrated hardware and software support services are designed to keep the multivendor systems running around-the-clock. Everything is backed by trusted product expertise, a globally-enabled support infrastructure and thousands of highly trained support technicians, equipped with the artificial intelligence of Watson Agent Assist, using a problem resolution data base developed from supporting the world’s largest companies across all industry types over last 30 years. This really changes how work gets done.

Competitive Advantage
• Predictive analytics and proactive maintenance TSS help prevent problems and system outages
• More than 19,000 service personnel, averaging 14 years of experience and holding 200 industry certifications
• IBM has 585 parts centers & parts stocking locations, carrying 1.3 million IBM and non-IBM parts and offers 4-hour parts delivery for 99% of US customers
• Based on our expertise, can serve as a trusted advisor for maintenance lifecycle management, using analytics to determine the most cost-effective time for a device to be moved from OEM to IBM maintenance or be replaced, thereby preventing a risk of an outage

BP Value Proposition
• IBM Integrated Support Services provide a single point-of-contact, highly customizable service approach combined with analytical and predictive technologies, which may even solve an IT problem before it occurs. Unlike many competitors, IBM TSS can offer a proven history of delivery and reliability, with decades of experience supporting multivendor hardware and software.
• Supports high availability
• Delivers verifiable results with industry-leading support processes
• Facilitates reduced costs by helping to prevent and reduce the impact of outages

Typical Project
• Typical sponsor: Chief information officer, C-level executives
• Average deal size: The deal size ranges from US$100K to over US$10M, or more for large, multi-year deals.

Target Customer
• Target Industry: Cross industry
• Client size: Mid-size and large enterprises with complex multivendor IT environments

Possible Client Issues / Challenges
• Complex IT environments
• Lack of internal resources
• Budget issues
• Aging hardware
• Continual updates and patches

Client Pain Points
• Increasing complexity
• Always-on requirement
• Do more with less
IBM Services

Hybrid Cloud Services

Flexibility to design, prototype and launch new offerings at the speed of today’s business

Visit Hybrid Cloud Services on IBM PartnerWorld

Client needs
- Enable business growth, new business models
- Help with digital transformation
- Improve agility and speed
- Increase stability
- Optimize expenses
- Access to the right skills

IBM value
- Continuum of design, build, migrate, manage, and optimize solutions
- Enable clients to plan, buy, and manage – or ‘broker’ – IT services across all cloud models from multiple suppliers

IBM differentiators
- Multi-cloud vendor support
- Single vendor with legacy support
- Experts at cloud deployment, migration and management
- 35+ years optimizing hybrid cloud through predictive insights and automation
- More than 300 client and IBM data centers under management

Value to Partners
- Generate an annuity revenue by adding Integrated Managed Infrastructure (IMI), Edge Delivery Services to your portfolio
- Expand your portfolio and global reach for hybrid cloud infrastructure needs

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IBM Services

IBM Cloud Brokerage Cost and Asset Management

Cloud Brokerage Cost and Asset Management gives multi-cloud customers real-time visibility and actionable insight into their cloud investments to save cost, increase governance and manage spend and assets across multiple cloud providers.

Target Customer

- Roles include: CFO, CIO, CTO, IT Controller
- Entry Tier (Organizations with up to $500K in monitored monthly Cloud spend)
- Standard Tier (Organizations with $500K to $1.1M in monitored monthly Cloud spend)
- Enterprise Tier (Organizations with $1.1M to $2.1M in monitored monthly Cloud spend)

Competitive Advantage

- Can help deliver new capabilities in a unified, standardized way, e.g. provides accurate and complete real-time visibility into asset inventories, cloud costs and generates opportunities for business partners to Cloud Brokerage Managed Services without adding unnecessary cost and complexity.
- Provides a simplified way to plan, buy and manage client IT – brokerage – and aggregate multi-vendor services into a single interface saving customers costs and helping them better govern across multiple cloud models. Customers need a services provider who can bridge the gap from where they are to where they’re going. A cloud agnostic brokerage service is a game-changer for that and can help you plan, buy, and manage your customer multiple cloud models.

Client Pain Points

- CFO. Needs to keep margins high and are hampered by controlling high cost and their ability to adopt hybrid solutions cost effectively. They need help to reduce IT costs and calculate future risk and savings due to the dynamics of the market and potential regulations.
- CIO. Wants the capabilities and expertise that allow them to optimize asset performance, gain visibility into cloud inventory, and quickly identify opportunities to streamline and optimize asset deployments and cost management.
- CTO. Wants to use digital technology as a singular underlying platform that allows for the sharing of data across applications to meet business demands while focusing on business innovation.

BP Value Proposition

- IBM Cloud Brokerage Cost and Asset Management application brings visibility to multi-cloud consumption and helps your customers act on what they couldn’t see before. A single, streamlined dashboard offers end-to-end visibility, policy-based tagging enabling governance, and predictive analytics capabilities that inform organizations on how to reduce cloud spend.
- Customers can achieve more with their businesses—from delivering new innovations to reducing provider costs. Cost and Asset Management enables customers to rein in shadow IT, manage uncontrolled cloud costs, optimize asset performance and operationalize data-driven insights.

Client Benefits

- Drive greater business efficiency and operations and reduce expenses with visibility into shadow IT throughout the organization
- Manage uncontrolled costs with a new way to get a holistic view of cloud spend and gather information on cloud usage to make utilization decisions and collaborate with business teams on cost reduction
- Manage policies through tagging assets across providers and provider services and viewing through a universal dashboard versus individual reports
- Review insights and recommendations based on predictive analytics

Conversation Starters

- What steps are you taking to lessen the impact of shadow IT?
- How are you getting insight into your multi-cloud ecosystems?
- What technology are you using to get a holistic view into provider costs across the organization?
- How do you facilitate the comparison of assets and costs among alternative providers?
- How do you facilitate the setting of policies to streamline cloud usage across the organization?
- How well do you understand your cloud usage patterns and consumption activity?
IBM Integrated Managed Infrastructure (IMI) Services

**IBM Integrated Managed Infrastructure Services** provides day-to-day monitoring, support and management of private clouds and traditional environments – including mid-range server systems (Windows, Linux, UNIX) -- with flexible options for monitoring and management of storage, network, database, middleware and various cloud platforms like IBM Cloud, AWS, Azure, Kubernetes.

### Target Customer
- Cross-industry; Market Segments – small and medium business clients with Hybrid Cloud environment and Public cloud, containers
- Client size - small and medium primarily (large Cloud scope)
- Typical Sponsor - CIO, CTO, IT Director of Infrastructure, IT Strategy Director

### Competitive Advantage
- **Service Delivery**: global scale, best of breed technologies delivered from global delivery center in India
- **Expertise**: industry, technical and process skills, insights from 50 managed services engagements

### BP Value Proposition
- Access to a mature delivery governance model with flexible delivery options and expertise
- Standardized, highly available and secure IT infrastructure
- Service is available in remarketed mode, with ready to use sales materials (whitepapers, videos, slides, contract, use cases)
- Sales tools to support autonomous reselling
- Enablement materials (to train BP sellers)
- Co-marketing and additional channel incentives

### Client Pain Points
- Organizations who want to simplify and reduce day-to-day management costs of IT environments (public cloud, private cloud, and traditional IT), while delivering high availability, and performance.
- Traditional scope to reduce
- Value drives as MSP over cloud service providers
- Manage an adhoc designed infrastructure due to unclear strategy

### Typical Project
- Average deal size varies depending on client requirements, typically is $1M+
Client needs
• Protection from the latest threats
• Adapting security posture to latest IT trends like cloud, BYoD, mobile, IoT
• Protection of critical information assets
• Skills and optimization

IBM value
• Gain access to global threat intelligence
• Build a security strategy that accelerates the new IT trends
• Leverage automation and orchestration to improve efficiency and effectiveness
• Access the right skills
• Reduce complexity

IBM differentiators
• Deep industry service delivery experience
• 60 billion+ security events analyzed daily across 4,500+ global clients
• Recognized as leader in Gartner MQ for managed security services & Forrester for information security consulting services

Value to Partners
• Leverage IBM Security Services to augment existing portfolio
• Expand opportunities with annuity based managed security services
• Use consulting & product professional services to complement complex opportunities and deployments
Managed Security Information and Event Management (SIEM)

Managed SIEM helps a client’s security team more rapidly analyze potential security incidents with intelligent tools, gaining increased visibility across a wide expanse of information by monitoring and auditing the actions taken by privileged users to help prevent costly damages or outages due to inadvertent mistakes or malicious activity.

Objectives

• Helps address demands of regulators and auditors by establishing clear audit trails for incident response, reducing the risks associated with security incidents and data breaches
• Leverages market-leading SIEM technologies, services expertise and proven methodologies to deploy and manage an integrated security solution
• Supports leading SIEM vendors including IBM® QRadar®

Features

• Combines more comprehensive security capabilities with the expertise of IBM® X-Force® consultants to help deliver a more robust solution
• The Virtual Security Operations Center (VSOC) portal creates a single security dashboard to support increased visibility, enhanced flexibility and reduced complexity
• Real-time intelligent monitoring provides around-the-clock security awareness

Deliverables

• Access to reporting which includes the number of security incidents detected, priority and status
• List and summary of security incidents and their behavior
• Weekly and monthly trend analysis report including trends in policy exceptions and user behavior
• Centralized and demonstrable automated log collection and storage from heterogeneous sources
IBM X-Force Incident Response and Intelligence Services Vision Retainer (IBM X-Force IRIS)

IBM X-Force Incident Response and Intelligence Services Vision Retainer is comprised of highly skilled security professionals who help organizations prepare for, prevent, detect and respond to security incidents more efficiently and effectively to help minimize the loss of revenue and recovery costs associated with a security incident.

Objectives

• Provides insight to help your security team defend your environment more effectively

• Prepares for and responds to threats and incidents across all endpoints, from mainframes to mobile devices

• Helps efficiently protect a client’s intellectual property, client data, reputation and market share

Features

• This solution is comprised of three key components to help service clients:
  ▪ Intelligence Service which allows your team be knowledgeable about threats to your environment
  ▪ Incident Response and Proactive Services which helps prepare for incidents across all endpoints
  ▪ Remediation Services which helps organizations detect and prevent attacks—and develop a response

Deliverables

• This solution delivers:
  ▪ Threat analysis
  ▪ Intelligence enablement training
  ▪ Forensic analysis
  ▪ Threat assessments
  ▪ Incident response program development
  ▪ Tabletop exercise and scenario testing
Cloud Identity Services combine the feature-richness, stability, and maturity of on-premise identity access and management (IAM) with the agility, cost savings and deployment benefits of cloud. Unlike many competitive cloud IAM services, this offering is extensible and scalable, providing deep functionality for enterprise clients.

Objectives
- Helps reduce cost and complexity of managing IAM
- Enables innovation adoption around cloud, mobile and social arenas
- Enables faster time-to-value with improved agility and flexibility of the delivery model

Features
- A more comprehensive cloud-based IAM solution built upon IBM’s best-in-class IAM software
- Global delivery capabilities provided by IBM’s market-leading managed security services
- More rapid integration and faster time-to-value due to automation and templates
- Scalable cloud IAM platform with the agility to “turn-on” additional services, without the need to source new solutions

Deliverables
- Consulting services to assist a client with planning for moving IAM workloads to the cloud
- Professional Security Services for designing and integrating a client’s assets into the Cloud Identity Service
- Monthly managed services for around-the-clock coverage of system operations, including upgrades, maintenance, patching, and daily operation
Firewall Management provides real-time security monitoring, management and analysis of firewall alerts and logs to help prevent security threats, optimizing the value of existing security investments while delivering near-continuous monitoring, management and analysis of firewall logs.

Objectives

- Provides monitoring, management and analysis using a pricing model designed for flexibility
- Allows firewall management to be a more predictable operational expense and helps reduce costs, regardless of future bandwidth increases or technology upgrades
- Supports an improved security posture

Features

- Offers vendor-neutral services and support devices that report into the IBM Virtual Security Operations Center (VSOC) portal to enable increased visibility
- Helps reduce and manage costs with a simplified pricing model
- Enables enhanced flexibility and reduced complexity

Deliverables

- Advanced event analysis by intelligent systems and alerts for escalation and investigation
- Detailed reporting for improved decision making
- Expertise in firewall policy management to help prevent malicious attacks
Unified Threat Management helps protect enterprises from a broad array of threats with around-the-clock expert monitoring and management for multi-vendor UTM appliances, change management services and security policy design to improve overall security posture and demonstrate better compliance management.

Objectives

• Helps reduce the burden of managing and monitoring unified threat management devices in house
• Offers around-the-clock monitoring and support for unified threat management (UTM) appliances from a variety of vendors
• Protects assets to help improve security posture and better manage regulatory and audit requirements
• Monitors devices for health, availability and abnormal behavior

Features

• The Virtual Security Operations Center (VSOC) portal creates a single security dashboard to support increased visibility, enhanced flexibility and reduced complexity
• Provides security monitoring and support, as well as advanced analytics through real-time data correlation

Deliverables

• Around-the-clock email, chat and telephone support
• Best-practices workflow for ticketing, incident handling and support
• Critical backup log and configuration data
• Detailed reporting for improved decision making
Intrusion Detection and Prevention System

Intrusion Detection and Prevention System helps protect an organization’s assets using a multistep approach to event analysis and attack recognition, delivering advanced detection capabilities. This offering can provide device configuration and customizable reporting, as well as increased visibility into security events.

Objectives

- Provides proactive intrusion detection and prevention (IDP), and incident response with escalation of unauthorized activities
- Helps manage regulatory compliance more efficiently
- Supports reduced deployment and security infrastructure as well as a reduced need for additional in-house security expertise
- Supports many leading vendors of IDP devices

Features

- Provides access to IBM-certified security professionals
- Offers integrated service views via the IBM Virtual Security Operations Center (VSOC) to help ensure near real-time, on-demand access to the latest service information

Deliverables

- “Low-Level Design” document for the implementation
- “Logical configuration” of IDPS devices performed
- Virtual private network (VPN) configuration performed at Managed Security Services (MSS) VSOC infrastructure
- Comprehensive and customizable reports, including executive and technical reporting options
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