



Highlights

- Highly customisable bespoke solutions
 - Maximising availability
 - Reducing cost and complexity
 - Covering a comprehensive range of multivendor devices
 - Single supplier and point of contact
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IBM Mobility Services

Supporting the mobile workforce

Today's enterprises need mobile technology to keep up with business growth and transformation, as well as employee demand. Modern mobile workforces dictate the type of device and operating system they use for work, and require seamless delivery of content and information to optimise productivity across a plethora of devices. These include mobile and smartphones, tablets, laptops, printers, scanners and navigational devices.

Many companies, especially those with dwindling IT budgets, have realised that managing mobile devices in-house can be costly and complicated. Extended downtime can cause massive disruption and dissatisfaction, and be a major blow to productivity and profit. Successful organisations must maximise the availability of their mobile assets, while reducing cost and complexity.

IBM can help

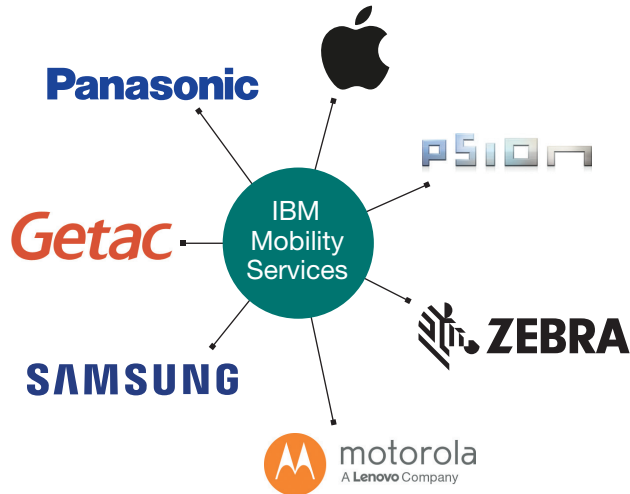
IBM provides support services across a comprehensive range of mobility products, in conjunction with either the original equipment manufacturer (OEM) or an IBM partner. Our services are designed to be tailored to individual clients and provide a full end-to-end solution covering staging, deployment, maintenance and management for a rapidly evolving range of mobile products.

Service components

Mobility Services can include bespoke staging (loading) solutions, management of buffer stock and inventory control. This is a mobile hardware maintenance solution with initial staging and subsequent restaging services available. The offering can be used as full maintenance, or as a warranty uplift, to support the manufacturer's standard warranty. Buffer stock can be held in IBM field stores or dispatched directly from IBM's repair centre.



Products supported



The list is growing constantly...

Why IBM?

- A flexible service that meets your business and support requirements
- Removes the need to manage assets in-house
- Meets additional requirements via a warranty uplift service on top of an OEM's standard warranty
- Can extend product life with maintenance after warranty expiration
- Management of device deployment including consolidation of accessories and customisation of devices
- Single supplier and single point of contact can reduce complexity and cost
- Short term solutions available during device migration, including support for legacy products until complete
- IBM can handle the asset control (optional service)

Single supplier and point of contact

Using IBM as your single support provider can dramatically reduce your ongoing external support costs and management overheads, while reducing complexity in the service process and providing greater flexibility in contracts and service levels.

You will benefit from a single point of contact for all mobile support requirements and faster resolution of service issues, while a single contract and invoice will reduce administration.

Further information

Please contact your IBM representative or visit ibm.com/uk/tss



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under company number 16226.

Produced in the United Kingdom
September 2015
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