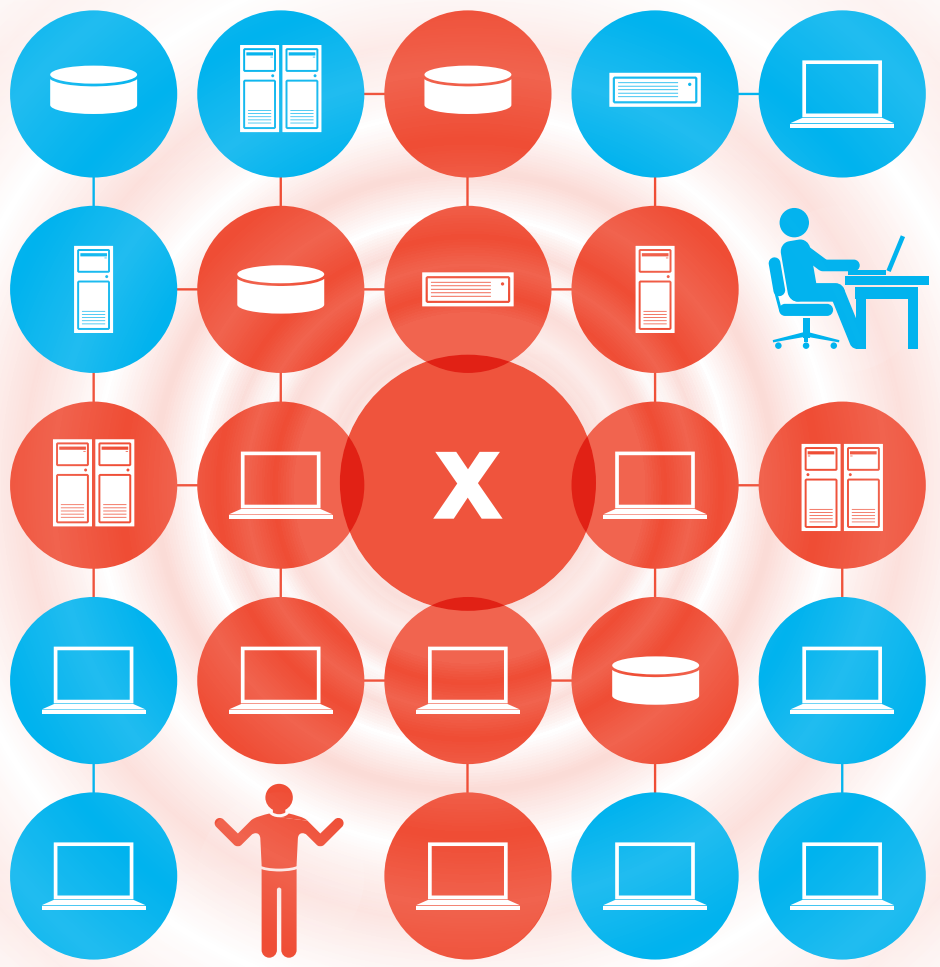


# Time is money and downtime is expensive

**The “ripple” effect of downtime:**  
Failure of just one server, storage, or network device in your tightly integrated IT environment can bring your business to a halt.



**Risky business**  
Even the best-run IT departments are vulnerable to unexpected downtime.

The industry average is **2.3 business disruption events per year**, at a cost of **US\$418,071<sup>1</sup>**



**When's the best time to fix something?**  
At IBM, it's the first time.



**94%**  
first-call hardware success rate

A combined total of **6.8M** hardware and software service requests

**114** hardware and software development laboratories

Parts are delivered within 4 hours for **99%** of US customers

**75%** of software calls resolved by **first point of contact**

**11** global research laboratories

**Or better yet, before it even breaks.**



- **Automated call-home** service requests
- **Periodic reviews** with IBM specialists
- More than **160,000 proactive maintenance** actions performed in 2013
- Up to **20% reduced operating costs** through outage mitigation and accelerated problem resolution

**One communication to IBM can solve it all.**  
A single point of contact for IBM and non-IBM hardware, software and services



**Speed** + **Quality**

- **Prevent** downtime with *proactive, first-rate service*
- **Resolve** outages faster if they do occur to *protect your brand*
- **Optimize** IT and end-user productivity—and revenue—to *enhance business results*
- **Protect** your brand reputation and *keep your customer base*
- **Simplify** support to *save time, resources and costs*

**We can be there whenever and wherever you need us—globally and locally.**



- 57 call centers** worldwide with regional and localized language support
- 23,000 IT support specialists** worldwide who know technology<sup>2</sup>
- 585 parts centers** with 1.3 million IBM and non-IBM parts

**The downtime buck stops here.**



How much have unplanned hardware or software failures cost you—in dollars, time, customers, productivity or negative publicity? **Learn why** total cost of ownership (TCO) is important when developing your maintenance strategy.

[Download an IBM paper now!](#)



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<sup>1</sup> The Aberdeen Group, *Data Center Downtime: How much does it really cost?*, December 15, 2012

<sup>2</sup> Current as of date of publication

