The untapped potential of **innovative** technology support

Enhance the manageability and availability of your industrial IT infrastructure with support from IBM.

Industry 4.0, the age of smart industrialism, is defined by innovations such as the Internet of Things or sensor-enabled and automated equipment, machinery and robotics. These technologies allow for a previously inaccessible operational precision, with new ways to use data in predicting and preventing failures and downtime, but it’s often challenging to integrate them alongside older, existing equipment. First-movers are already rethinking processes to adapt, gain speed and optimize return on investment (ROI). An important step for that is simplifying IT networks and improving their manageability, while ensuring availability across the architectures. Technology Support Services from IBM® combines next-generation technology with decades of know-how and global reach to scale and adapt to the dynamic needs of industrial organizations.

IBM challenges traditional support models by offering streamlined support for technologies regardless of age or manufacturer and provides a single point of contact for multivendor IT environments.

*41% of electronics companies are launching or modifying new business models in the next 2–3 years.*¹
IBM support is designed to:

– offer streamlined support for both new and older technologies, regardless of manufacturer — to provide a single point of contact and accountability;
– monitor and profile assets — to understand more about customer asset usage and quickly identify under-use, over-use and abuse;
– help optimize the availability and efficiency of your IT infrastructure — to reduce the threat of outages and provide faster resolution if they can’t be prevented;
– help alleviate internal resources — to free-up IT staff so they can focus on business priorities and objectives.
– offer a single provider for streamlined support across your multivendor IT environment — to help deliver integrated support services and simplify your IT infrastructure management;
– enable customer-centric decisions — to support transformational roadmaps with deep analytics expertise.

Michelin, a tire manufacturer with 70 factories worldwide and a production of 176 million tires per year, has improved the reliability of its equipment worldwide and managed to increase productivity using smart solutions from IBM. As a result of implementing IBM solutions, Michelin has seen examples of factories achieving 5% improvement in efficiency in their bottleneck process in six months.

“The most important initiative our organization will undertake in the near future is creating new business models in partnership with other companies and then replicating and scaling them.”

Chief Financial Officer, Electronics, Brazil

With the help of around-the-clock assistance from an experienced, certified IBM team, a medical device manufacturer based in Mexico reduced the resources devoted to IT maintenance support and optimized IT operations and customer satisfaction. The company has reduced maintenance costs by 10% and accelerated response time to system failure by 50%, achieving higher availability and stability for business operations.

You can leverage innovative technology support for your industrial organization. Find out how.
Your IT infrastructure, with its hardware and software components, is quickly becoming an essential factor in your organization’s growth. With such high stakes, seamless availability is paramount across the architecture. IBM’s Technology Support Services are fully aligned with the needs of today’s IT infrastructure to help you respond effectively to changing demands, from market threats, to expanding product and service lines, and to regulatory mandates.

The average cost of a data center outage is $740,357.3

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<th>Innovation</th>
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<td>Using IBM Watson’s cognitive capabilities, our experts guide you through the steps to solve problems using advanced analytics, providing up to 94% first-call hardware success rates.</td>
<td>IBM has 19,000 worldwide technology support experts with a collective knowledge of over 30,000 different hardware and software products and over 200 industry certifications.</td>
<td>IBM has over 500 parts locations services available to arrive at your door in as little as two hours.</td>
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Scalable and flexible, IBM support can help you make better decisions, improve performance, increase transparency, extend asset life and completely transform the experience of your customers. Traditional support models rely heavily on human intervention and can rarely scale to fit your organizational needs.

IBM support leverages predictive and cognitive technology to offer proactive support when and where is needed, with advanced automation. With years of proven industrial expertise, IBM can help you simplify your IT infrastructure, reclaim valuable human resources and optimize your budgets so you can focus on the things that drive your enterprise forward.

Take the first step into the era of digital reinvention and streamline your IT support management with Technology Support Services from IBM. [Find out more.]