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## Highlights

- Supports high systems availability via an IT infrastructure library (ITIL) v3-certified client availability leader and a dedicated support team
  - Delivers verifiable results with industry-leading support processes
  - Facilitates reduced costs by helping to prevent and reduce the impact of outages
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# IBM Enterprise Availability Management

*Help optimize your IT availability to realize measurable results*

High systems availability: That's the goal of nearly every enterprise in today's marketplace. The expense of outages, such as increased costs, customer dissatisfaction and reputational harm, are expenses that no business can afford. But if you're burdened with the day-to-day management of your infrastructure, you may not have resources to address the root of your IT availability issues. In our decades of experience supporting complex IT environments, we've found that missing, disjointed or inefficient IT processes and services underlie frequent and extended downtime. Fortunately, that's where IBM can help.

IBM Managed Technical Support Services – Enterprise Availability Management (EAM) offers a holistic approach to supporting the availability of virtually your entire IT infrastructure and achieving key performance indicators (KPIs) tailored to your needs. Our solution can help you achieve high IT availability via predictive and preventive maintenance for IBM and non-IBM hardware and software, and virtualized and cloud infrastructure.

Our offering is also designed to help you optimize the people, processes, technology and data that keep your IT environment running. We offer IT Infrastructure Library (ITIL)-based services that are managed by an assigned ITIL v3-certified client availability leader (CAL) and dedicated technical support team. Serving as your trusted advisor, the CAL can help you streamline management of IT availability and problem resolution across your enterprise. And with a client support plan linked to defined KPIs, you can be confident that our services support high availability and reduced costs.



## Supporting high systems availability via a dedicated support team

Maintaining IT availability in a large, complex IT environment requires a team that's not only dedicated to sustaining uptime, but that also knows how to achieve that goal—by using tested processes and drawing on extensive knowledge and experience. Toward that end, our EAM offering provides you with your own ITIL v3-certified client availability leader and a dedicated support team. As your “go-to” trusted advisor for support issues, the CAL proactively manages the availability of your IT infrastructure—including software, hardware, non-IBM systems, and virtualized and cloud infrastructure. Using proprietary tools and best-of-breed support processes, the CAL works closely with your assigned IBM support team to help predict and prevent problems in your entire IT environment, and accelerate the resolution of issues when they do arise. EAM add-on options, which are designed to enhance IT availability, include:

- 24-hour-a-day, seven-day-a-week enterprise availability management (optional)
- New-product introduction to help integrate new products into service management structure (optional and contingent)
- Extended service management and experts on demand (optional and contingent)

## Delivering verifiable results with industry-leading support processes

The EAM offering is designed to deliver holistic services and to achieve measurable, lasting results that can help improve your business. But how do you define industry-leading support? At IBM, we believe that a big part of that definition depends on the unique needs and requirements of our clients across diverse industries. That's why we tailor our services to help achieve the results that you want to see, from the very beginning.

The process begins with a comprehensive client support plan that includes KPIs and other metrics that you define together with your CAL. The KPIs may include anything from reduced outages and resolution time for critical incidents to reductions in planned downtime and “how-to” service requests. We measure your KPIs prior to starting services, and track them for the duration of service delivery to help ensure success. Long-term data from select EAM clients shows that their CALs helped decrease the number of planned and unplanned outages and improve customer satisfaction.<sup>1</sup>

In addition to metrics such as KPIs, we also base our services on the most recognized standards for excellence in support delivery. That's why EAM spans the scope of ITIL IT service management support disciplines (excepting service strategy), which include the following:

- Service design—Providing consultative support in designing new IT services
- Service operations—Coordinating day-to-day availability management, including the resolution of hardware, software, and virtualized and cloud infrastructure issues across your IBM and non-IBM IT environment
- Service transition—Assisting you in determining how to update or enhance an existing IT service for end users
- Service improvement—Pinpointing pervasive issues that underlie IT availability problems, and tracking and reporting KPIs and other metrics

By addressing each of these vital pillars of support, EAM offers a more holistic, business-process-oriented approach to increasing the IT availability of virtually your entire enterprise. This includes optimizing the people, processes, technology and data involved in keeping your IT environment running.

**IBM Global Technology Services**  
Data Sheet

**EAM engagement options**

There are three engagement options for the EAM offering that you can choose from: deep engagement, continuous presence and on-request service. The engagement options dictate the scope and duration of EAM support.

Service features	EAM deep engagement	EAM continuous presence	EAM on request
<b>Enterprise governance and single accountability</b>	Yes	Yes	Yes
<b>Client availability leader (CAL) engagement</b>	Up to 5 business days per week (average 2.5 days onsite) Business days 8:00am to 5:00pm	Up to 2.5 business days per week* (average 1.5 days onsite) 8:00am to 5:00pm	Up to 1 business day per week* (0.5 days onsite) 8:00am to 5:00pm
<b>Communication and client alignment</b>	Monthly executive meetings Change advisory board Quality circle	Monthly executive meetings Change advisory board	Monthly executive meetings
<b>Service methodology</b>	Client support plan and KPIs Yearly assessment Resiliency workshop	Client support plan and KPIs Yearly assessment workshop	Client support plan and KPIs Initial assessment workshop
<b>ITIL service areas</b>	Service design Service transition Service operation Service improvement  Preventive maintenance focus	Service transition Service operation Service improvement  Proactive maintenance focus	Service operation Service improvement  Reactive mode
<b>eService enablement (in alignment with your security policies)</b>	Yes (using IBM Technical Support Appliance [TSA])	Yes (using IBM TSA)	Yes
<b>Industry expertise exchange</b>	Near-continuous knowledge sharing of best-of-breed industry solutions	No	No

**EAM add-on options include:**

**Seven-day-a-week, 24-hour a day availability management**

- Remote, off-hour IT service management support for IBM-related severity-1 and critical IT infrastructure problems

**New product introduction (NPI)\***

- Five contingent days (depending on the project) of recommendations to facilitate a virtually seamless installation of IBM hardware and software products

**Extended service management (ESM)\***

- Five contingent days (depending on the project) for implementing and changing service management; plans are defined together with your CAL
- \* (NPI and ESM options can be selected multiple times)

## Facilitating reduced costs by helping to prevent and reduce the impact of outages

Time is money in the business world—literally. According to the Aberdeen Group, the average cost of downtime per hour is a staggering US\$163,674.2 And that's just the hard costs of downtime. The soft costs, such as a damaged reputation and missed business opportunities, can harm your business long after the support event has occurred. With your own CAL and IBM support team, who are dedicated to the proactive prevention of outages, you can prevent the costs of downtime—which can far exceed the expense of our services. And in the event that a support issue does arise, EAM can help you reduce its impact through a highly coordinated approach to problem resolution that's rooted in KPIs and ITIL standards—facilitating world-class support.

### Why IBM?

IBM has a virtually unparalleled technical support infrastructure of people, part and tools that spans 209 countries, covering 127 different languages. Our highly skilled professionals use proprietary analytics tools to deliver some of the most advanced preventative and predictive support. We can offer practically unmatched expertise with IBM systems. And with decades of experience supporting non-IBM systems, we are well equipped to service practically your entire IT environment.

### For more information

To learn more about Enterprise Availability Management, visit the following website:

[ibm.com/services/us/en/it-services/technical-support-services/managed-technical-support/index.html](http://ibm.com/services/us/en/it-services/technical-support-services/managed-technical-support/index.html)

Additionally, IBM Global Financing can help you acquire the IT solutions that your business needs in the most cost-effective and strategic way possible. We'll partner with credit-qualified clients to customize an IT financing solution to suit your business goals, enable effective cash management, and improve your total cost of ownership. IBM Global Financing is your smartest choice to fund critical IT investments and propel your business forward. For more information, visit: [ibm.com/financing](http://ibm.com/financing)



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\* The CAL schedule is based on non-critical situations. In critical situations, the CAL could work additional hours, as required by the severity of the event.

<sup>1</sup> Based on IBM analysis of feedback from specific clients. Individual results will vary.

<sup>2</sup> Aberdeen Group: "Downtime and Data Loss: How much Can You Afford?" August 2013.



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