

IBM Support for Microsoft

Reduce costs and solve problems faster
with an expert Technical Solution Manager



Highlights

- Help reduce costs with a single point of contact for your Microsoft software support, whether you're running it on premises, virtually or in the cloud
- Facilitate clear IT support accountability and expertise across multiple platforms and vendors
- Resolve problems faster with expert support from an IBM Microsoft Technical Solution Manager

Organizations may find themselves burdened by the complex vendor relationships that today's hybrid cloud environments require.

Managing these relationships can be challenging for companies that wish to use Microsoft's cloud technology while trying to keep costs down. Organizations are looking for software management solutions that are economical, flexible and scalable to meet the "always-on" demands of business.

IBM helps companies optimize availability, decrease complexity and reduce costs. IBM® Support for Microsoft provides single-source support to assist you with your Microsoft software, ensuring a strategic approach to maintaining your hybrid cloud environment. An IBM Microsoft Technical Solution Manager accelerates problem resolution for improved system availability. By unburdening your in-house IT staff, you allow them to focus on your organization's innovation, business growth and digital transformation.

Help reduce costs with a single point of contact for your Microsoft software service, whether you're running it on premises, virtually or in the cloud

IBM Support for Microsoft service provides you with access to industry experts that can help solve the most challenging issues. Our collaborative approach with Microsoft ensures that you receive enterprise support 24x7 with no limit to the amount of calls, callers or time spent on problem resolution. The service addresses how-to, short duration installation, usage and configuration questions. It also includes answers regarding product publications, best practices, interoperability, architecture and design.

You can count on IBM to keep your systems running smoothly. IBM technicians possess deep expertise in data and AI. They can provide support for Microsoft products in the Microsoft cloud as well as open-source products running on the Microsoft Azure platform. With the expenses saved in this area, organizations can begin to fund projects for digital transformation by moving applications that can be managed at a reduced cost to the cloud.

Facilitate clear IT support accountability and expertise across multiple platforms and vendors

As a Microsoft Premier Support Partner for 20 years, IBM has a highly experienced team of technicians that possess expert-level skills. IBM Microsoft Technical Solution Managers can provide support for all Microsoft software products currently in lifecycle, including Microsoft 365 and Microsoft Azure, and have a depth of skills supporting over 250 community open-source products that run with or on Azure.

IBM Technical Solution Managers' deep expertise allows us to resolve most issues submitted without involving Microsoft. However, when the most difficult problems require collaboration, our status as a premier partner allows us to elevate tickets directly to Microsoft Level 3 support, helping ensure we can achieve the quickest time to resolution.

Resolve problems faster with support from an IBM Microsoft Technical Solution Manager

IBM Support for Microsoft service provides worldwide reach for fast access to experienced technical support personnel around the clock. An IBM Microsoft Technical Solution Manager acts as an extension of your in-house staff, providing comprehensive software support services while serving as your first point of contact for any issues that arise. These experts help identify dependencies across your entire IT portfolio and develop a technical support plan that is tailored to your company. IBM Microsoft Technical Solution Managers also prepare and share problem management software reports to identify root problems and speed up the incident management process.



Quick start

Conducts a welcome call to discuss and understand your IT environment, challenges and business goals and then creates a technical solution plan and provides information on how to engage IBM, process expectations and the escalation process



Single point of contact

Acts as your key interface dedicated to you as a single point of contact into IBM support for all issues and a fast path to receive priority for Microsoft ticketing



Knowledge sharing

Shares best practices from years of experience and deep technical skills related to Microsoft and open-source software, all custom tailored to your environment



Ultimate client advocate

Builds a trusted client relationship by providing monthly activity reports and gaining knowledge of your IT ecosystem

Conclusion

Organizations are turning to IBM to help them reduce their Microsoft software support costs while providing the technical support services they expect from both Microsoft and IBM. With flexible support options, IBM Support for Microsoft service helps you reduce costs to stay within your budget and resolve problems faster while simultaneously freeing up your IT staff to focus on innovating, growing and digitally evolving.

Why Technology Support Services?

IBM Technology Support Services professionals have decades of expertise in the technology industry. Our experts support over 30,000 IBM and other original equipment manufacturer, hardware and software products. In fact, "The Total Economic Impact of IBM Hybrid IT Support" study from Forrester, which was based on interviews from 286 IT decision-makers who have engaged IBM for multivendor support, found a 21% reduction in the time staff spent on these tasks.¹ You can also count on IBM Technology Support Services to help you keep your mission-critical systems running smoothly 24x7.

For more information

Learn how to optimize IT maintenance for your hybrid cloud environment.

Learn more



Talk with us



You can also reach out to your IBM representative or IBM Business Partner for more information or explore the IBM Technology Support Services [website](#).

Additionally, IBM Global Financing provides numerous payment options to help you acquire the technology you need to grow your business. We provide full lifecycle management of IT products and services, from acquisition to disposition. For more information, visit ibm.com/financing.

© Copyright IBM Corporation 2021

IBM Corporation
New Orchard Road
Armonk, NY 10504

Produced in the United States of America
December 2021

IBM and the IBM logo are trademarks or registered trademarks of International Business Machines Corporation, in the United States and/or other countries. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on ibm.com/trademark.

Microsoft is a trademark of Microsoft Corporation in the United States, other countries, or both.

This document is current as of the initial date of publication and may be changed by IBM at any time. Not all offerings are available in every country in which IBM operates.

THE INFORMATION IN THIS DOCUMENT IS PROVIDED "AS IS" WITHOUT ANY WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND ANY WARRANTY OR CONDITION OF NON-INFRINGEMENT. IBM products are warranted according to the terms and conditions of the agreements under which they are provided.

1 The Total Economic Impact of IBM Hybrid IT Support, a Forrester Study commissioned by IBM, January 2021.

