



Highlights

- Helps reduce duration and cost of hardware-related outages through faster hardware problem resolution
 - Helps optimize IT infrastructure and keep staff productive
 - Allows you to choose the support that's right for you through a variety of service-level options
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Committed maintenance service levels for IBM hardware

Reduce downtime with more rapid, standardized hardware support levels

The impact of downtime is exorbitant and pervasive. In addition to repair costs, you can pay a high price—in lost data, sales revenue, staff productivity, consumer confidence and shareholder trust. According to an in-depth survey conducted by technology market research firm Infonetics Research (now part of IHS, Inc.), organizations can lose as much as USD100 million per year to downtime related to information and communications technology¹.

A standard IBM hardware maintenance contract helps you more quickly recover from a hardware outage, but you may require more robust support. If so, consider IBM® Hardware Maintenance Services – committed maintenance. Based on the level of support you choose, we can deliver guaranteed onsite hardware service for IBM equipment from the moment you call for support—worldwide (based on the countries in which IBM has a presence) and around the clock. Through clear response targets and standardized service-delivery metrics, we help you optimize your IT infrastructure and reduce the threat of hardware-related outages.

Supporting faster resolution to IBM hardware-related problems or failures

IBM Hardware Maintenance Services – committed maintenance can provide committed hardware support service levels, with guaranteed fix times from the moment of call registration—not after problem determination. Our consistent, worldwide measurements and metrics—and specifically defined service levels—are designed to more quickly and efficiently repair your IBM hardware, helping to protect you from hardware-related downtime—and reduce its cost and duration should it occur. And in the unlikely event that service commitments are not met, we issue service credits to your organization².





You can purchase IBM Hardware Maintenance Services – committed maintenance during or after your warranty period as an enhancement to your standard IBM maintenance contract. The service offers simplified choices to meet your specific needs, with three types of committed services as well as a variety of committed service-level options—all of which are 24 hours a day, 7 days a week and 365 days a year. You can choose the guaranteed committed service level that meet your specific needs—such as response time, onsite response or fix time service level.

Supporting an optimized IT infrastructure and saving IT staff time

IBM Hardware Maintenance Services – committed maintenance can provide optimized delivery and support to fulfill our response-level guarantees. The service offers enhanced call ownership and priority call handling as well as prioritized problem diagnosis.

With our committed maintenance service levels, we can respond quicker to any IBM hardware issues you may have, helping to optimize your IT infrastructure, support business productivity and keep IT staff focused on high-priority business initiatives.

Supporting reduced IBM hardware maintenance costs

With IBM Hardware Maintenance Services – committed maintenance, you can choose—and pay for—only the level of support that your business requires. You can also benefit from more predictable IT budgeting.

Why IBM?

IBM's global reach allows us to deliver a holistic set of hardware support services that can identify dependencies across our clients' IT portfolios. In addition, we offer more than two centuries of experience supporting IBM Logo products, offering a proven history of service delivery, support and reliability.

For more information

To learn more about IBM Hardware Maintenance Services – committed maintenance, please contact your IBM representative or IBM Business Partner, or visit the following website: ibm.com/services/techsupport

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

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¹ According to an in-depth survey conducted by Infonetics Research (now part of IHS, Inc.), [How much Is Network Downtime Costing Businesses Today? Infonetics Report and Calculator](#), February 2015.

² Five percent of annual service charge for a specific IBM hardware device, up to twice a year. Terms and conditions apply. Please consult your IBM representative for details.



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