

# IBM Global Technology Services

Building and managing the backbone that powers the era of enterprise hybrid IT



## Technical Support Services

94% first-call hardware success rate

Over 6.8 million hardware and software service requests performed annually (19,400 per day!)

## Security Services



34+

security research and operation centres managing



20B+

events for



4K+

clients per day

## Systems Services

Over 1000 modular data centres built in the last 5 years

Over 430 client and IBM data centres under management

## Cloud Services

Over 200 Cloud Advisors - technical professionals with real, hands-on experience of delivering cloud to enterprise clients

## Resiliency Services

100% success in meeting commitments to clients who have declared incidents

2015 Leader\* for Disaster Recovery as a Service based on its ability to execute and completeness of vision

## Mobility Services

Leader in mobility in more than 20 reports by Mobile Industry Analysts

5.5 million devices under management

## Networking Services

Deep expertise in network technologies like Network function virtualization (NFV) and Software-defined networking (SDN)

Over 850k network devices under management



as a service

4,000 architects and 20,000 IT specialists worldwide with expertise across **cloud, security, networking, storage and all technical domains** who deliver a comprehensive portfolio of hybrid IT services.