



Highlights

- Facilitates improved network availability by enabling faster, more reliable services
 - Enables enhanced performance with software updates and hardware replacements
 - Supports reduced complexity and risk with world-class, single-source services
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Network technical support for Cisco products

Enhance network performance with feature-rich Cisco product support

Lack of access to quick and reliable technical support for your Cisco products—or inconsistent levels of support from multiple vendors—can leave your business vulnerable to increased risks and complexities. You need a valid Cisco service agreement to enjoy easy access to much-needed support and crucial software updates. You also need a reliable partner who can act as a single source for all your Cisco product support needs.

IBM Hardware Maintenance Services – maintenance for non-IBM products – managed maintenance solutions (MMS) for Cisco products can support the enhanced availability and performance of your network environment with software updates, hardware replacements and around-the-clock break-fix support for your Cisco hardware, applications, operating systems and Cisco-Tandberg TelePresence products. With IBM as your partner, you can receive world-class support from a single, trusted service provider and direct access to Cisco product experts for faster issue resolution.

Facilitating improved network availability by enabling faster, more reliable services

Service delays associated with a device that is not entitled, or that is incorrectly entitled, can lead to extended and costly downtime. IBM can support increased uptime by providing robust break-fix support and by helping you identify defective devices and manage your inventory. Our highly skilled technicians can facilitate faster issue resolution and help boost network performance with around-the-clock remote level 1 and 2 (L1 and L2) support and fast-track access to Cisco specialists for level 3 (L3) support, if required.



Enabling enhanced performance with software updates and hardware replacements

You need hardware replacements and access to ongoing software updates to support the optimal availability and performance of your network environment and Cisco-Tandberg TelePresence products. Toward that end, we can provide hardware replacements based on the terms of your service agreement. Our solution also lets you access software updates or releases, use interactive consulting and technical tools, view product information or, in certain Cisco geographies create service requests. In addition, you can gain access to the product authorization keys or functionalities required to activate or fully utilize certain software and hardware products.

Mitigating complexity and risk with world-class, single-source services

When your systems are malfunctioning, you cannot afford to lose time navigating complex layers of support from multiple vendors. By providing a single point of contact, we can help you reduce the complexities of managing support from multiple vendors. And we can help mitigate risks with global coverage, local language support and more Cisco Certified Internetwork Experts (CCIEs) than almost any other Cisco partner.

Why IBM?

Since 1999, IBM and Cisco have collaborated across a range of services, industries and industry-leading technology solutions. Our partnership with Cisco provides faster and almost exclusive access to Cisco L3 support and advanced problem-resolution resources. Moreover, our extensive multivendor experience, strong process disciplines and global Cisco testing and laboratory facilities can provide you with an advanced solution to keep your Cisco and Cisco-Tandberg products running at peak performance.

For more information

To learn more about IBM Hardware Maintenance Services – maintenance for non-IBM products – managed maintenance solutions (MMS) for Cisco products, please contact your IBM representative or IBM Business Partner, or visit the following website:

ibm.com/services/us/en/it-services/managed-maintenance-solutions-mms-for-cisco-products.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:

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IBM Global Services
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Produced in the United States of America
August 2012

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