IBM Cloud Data Center Support Services

Help optimize your IT availability to realize measurable results

Highlights

- Supports high systems availability through 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 prevent and reduce the impact of outages

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. 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 Cloud Data Center Support Services offer a holistic approach to supporting the availability of virtually your entire IT for cloud and hybrid cloud infrastructures, 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. With a client support plan linked to defined KPIs, you can also be confident that our services support high availability and reduced costs.

Supporting high systems availability through 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 know how to achieve that goal by using tested processes and drawing on extensive knowledge and experience. Toward that end, the IBM Cloud Data Center Support Services 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. This offering includes add-on options, designed to further enhance IT availability, such as:

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

Delivering verifiable results with industry-leading support processes

The IBM Cloud Data Center Support Services 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 from the very beginning to help achieve the results that you want to see. 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 clients shows that their CALs helped decrease the number of planned and unplanned outages and improve customer satisfaction.[1]

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 IBM Cloud Data Center Support Services span 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—helping you determine 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, IBM Cloud Data Center Support Services offer 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 Cloud Data Center Support Services engagement options

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

Service features	Deep engagement	Continuous presence	On request
Enterprise governance and single accountability	Yes	Yes	Yes
Client availability leader (CAL) engagement	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[1] (average 1.5 days onsite) 8:00am to 5:00pm	Up to 1 business day per week[1] (0.5 days onsite) 8:00am to 5:00pm
Communication and client alignment	Monthly executive meetings Change advisory board Quality circle	Monthly executive meetings Change advisory board	Monthly executive meetings
Service methodology	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
ITIL service areas	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
eService enablement (in alignment with your security policies)	Yes (using IBM Technical Support Appliance [TSA])	Yes (using IBM TSA)	Yes
Industry expertise exchange	Near-continuous knowledge sharing of best-of-breed industry solutions	No	No

IBM Cloud Data Center Support Services **can provide add-on options including**:
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)[2]
• 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)[2]
• Five contingent days (depending on the project) for implementing and changing service management; plans are defined together with your CAL

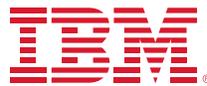## Facilitating reduced costs by helping prevent and reduce impact of outages

Time is money in the business world—literally. 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, IBM Cloud Data Center Support Services 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 cloud and hybrid cloud environments.

For more information

To learn more about IBM Technology Support Services visit the following website: **ibm.com**/services/techsupport