

IBM Support Services for Multivendor Servers, Storage, Network & Security

Simplify IT maintenance to optimize availability,
decrease complexity and reduce cost

■ Highlights

Optimize your IT infrastructure using analytics and predictive maintenance AI-powered

Simplify multivendor maintenance and reduce cost with a single point of contact

Help manage a clear IT support accountability across platforms and vendors

Improve service availability with global expertise

Today's always-on world requires your hybrid IT infrastructure to be continuously optimized for performance and availability

To support diversified business demands, your enterprise may use servers, storage, network, and security devices from multiple original equipment manufacturers (OEMs). With the proliferation of vendors, you might lack the expertise and skills to support the increased complexity of your hybrid IT environment. When a problem occurs, coordinating multiple OEM support contracts and isolating the problem source can become extremely complex. You may also be challenged to maintain existing systems while investing in digital transformation projects. To simplify support and reduce cost, you need a unified maintenance solution.

IBM provides third-party support for diverse OEM providers to accommodate server, storage, network, and security maintenance needs with a consolidated support strategy.

Optimize your IT infrastructure using analytics and predictive AI-powered

IBM's continuous investments in support technology include adopting AI and automating our services and tools. IBM Support Services for Multivendor Server, Storage, Network, and Security offers access to [IBM® Support Insights](#) and [IBM ESA \(ESA Electronic Service Agent\)](#).⁴ These tools were designed to proactively report possible vulnerabilities that could cause downtime, impacting your operation and in some cases your company's reputation. According to the last Cost of a Data Breach Report 2024, the global average cost of a data breach is estimated at \$4.8M in 2024—a 10% increase over last year and the highest total ever.²

IBM® Support Insights a cloud-based service that helps IT teams improve IT uptime and address vulnerabilities with analytics-driven insights, asset management, and preventive maintenance recommendations to improve infrastructure availability.

Included with select IBM support contracts, IBM Support Insights is designed to provide better visibility across your data center, on-premises, and virtual IT infrastructure. In addition to standard capabilities, the IBM® Support Insights Pro subscription offers additional value with prioritized security and lifecycle insights, recommended OS and firmware levels, and extended case history and analysis. These features are designed to enable clients to better understand



the impact of the IT lifecycle, optimize their security position, and reduce infrastructure planning time.

IBM Electronic Service Agent is an encrypted monitoring tool that proactively reports hardware events as soon as they are detected. A service request is electronically routed directly to the appropriate IBM Support Engineer with no customer intervention. The error report transmitted contains essential technical details, such as error log and system snapshots, along with the problem description. In many examples, this means that the support engineer can immediately start working on resolving the problem. This time-saving tool is available at no extra charge for selected hardware vendors.

These services and tools can help you identify current and potential system issues, reduce unplanned downtime, and mitigate service gaps.

Simplify multivendor maintenance and reduce cost with a single point of contact

IT leaders struggle to manage the complex vendor relationships that today's hybrid cloud environments require while trying to keep costs down. Maintaining disparate service contracts, licenses, and SLAs can be time-consuming and costly and hinder you from focusing on more strategic business goals. The proliferation of vendors in the data center has a direct impact on the amount of downtime experienced, according to IDC.³

IBM offers a single point of contact for your multivendor products, providing remote and onsite support, parts logistics, and billing. By consolidating maintenance contracts into one contract with IBM, you can reduce time, effort, and cost in vendor contract management while receiving higher levels of service. As a single point of contact, IBM provides a holistic approach to support with the ability to look at your systems and how they interact, helping you arrive at a resolution more quickly while alleviating the burden on your in-house staff. The solution also allows for the refresh of existing technology and can be your single source to procure new products along with maintenance support

Help manage a clear IT support accountability across platforms and vendors

Managing the modern data center can be challenging, and our expert, vendor-agnostic approach can help you maximize the performance of existing IT systems in your data center. Engaging multiple suppliers to identify the root cause and own problem resolution can take a long time and cause delays in solving issues. By using our single source of support from reporting to resolution, you can eliminate the need to deal with multiple vendors or add in-house support staff while accelerating problem resolution for improved system availability.

IBM provides you with Level 1 and 2 remote technical support and field services in a competitive support model with troubleshooting, remote or local services, parts, and logistics based on service level agreements, and we also provide a collaborative support model where IBM has alliance agreements signed with OEMs that we can integrate OEM services plus IBM services on a unique support model providing Level 3 OEM expertise.

You can count on IBM Technology Lifecycle Services to keep your mission-critical systems running smoothly 24x7

Original equipment manufacturers (OEMs) supported

Servers and Storage

- Dell
- Dell EMC
- Fujitsu
- Hitachi
- HPE
- Lenovo
- NetApp
- Oracle
- Pure Storage
- Sun
- Supermicro

Network and Security

- Check Point Software Technologies
- Cisco Systems
- F5
- Fortinet
- Juniper Networks
- Palo Alto Networks

IBM also offers a solution for selected products from Dell, EMC, Fujitsu, HPE, and Lenovo called IBM® MVS Enterprise Care which integrates and prepackages support services that are pre-priced into a tiered support model: Basic, Advanced, or Premium, with additional add-ons like battery support, media retention, and support line, helping organizations to choose right level of support services for their needs. With IBM MVS Enterprise Care Premium you gain access to IBM® Support Insights Pro, plus dedicated support from an IBM Technical Account Manager (TAM) who is a subject matter expert with deep technical expertise, providing a personalized approach and will be your single point of contact for any support issue, bundled with proactive services, priority handling and enhanced response times.

Improve service availability with global expertise

With a worldwide network of certified OEM product support specialists, IBM can provide around-the-clock capabilities to enable your business operations to continue to run efficiently. Global and local service delivery is available in more than 140 countries with more than 350 forward-stocking locations (FSL) around the globe. IBM offers a demonstrated history of maintenance, service delivery, support, and reliability. Our global support model helps enable service availability, increased business efficiency and reduced internal training costs, providing a competitive advantage for multinational or global expansion.

Conclusion

Managing and protecting your infrastructure investment and consistently maintaining high availability for mission-critical workloads can be challenging. IBM TLS can help you plan and deploy the building blocks of a next-generation hybrid cloud IT architecture to enable any possibility.

Why IBM Technology Lifecycle Services?

IBM Technology Lifecycle Services professionals have decades of expertise in the technology industry. IBM's worldwide reach allows us to deliver a holistic set of hardware and software support services that help identify dependencies across your IT portfolio. Our experts provide multivendor maintenance and support for over 22,000 IBM and other original equipment manufacturer hardware and software products. You can count on IBM Technology Lifecycle Services to keep your mission-critical systems running smoothly 24x7.

For more information

To learn more about IBM® Support Services for Multivendor Servers, Storage, Network and Security, please contact your IBM representative or an IBM Business Partner®, by scanning the QR code or clicking at buttons below:

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Schedule a Meeting



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1. Available for selected vendors
2. [Cost of a Data Breach Report 2024](#)
3. [IDC The Cost of Downtime in Datacenter Environments Report, March 2023.](#)



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