

Integrated support and services for your IT infrastructure

Expert solutions from IBM Technology Lifecycle Services are built for resiliency, security and optimization

Modern IT environments require proactive and predictive support models to manage the challenges of rapid data expansion, coupled with regulatory and availability requirements. IBM® Technology Lifecycle Services (TLS) helps address these needs and more with comprehensive support and services for thousands of clients like you.

IBM's integrated data center support begins with [IBM Expert Care](#) for IBM infrastructure, providing a flexible tiered support model that combines hardware and software services tailored to your IT objectives. Additionally, we offer a one-stop-shop IT support experience, leveraging strategic alliances with diverse vendors across leading hardware, networking, security, and software products. To ensure consistency across the data center, [IBM Multi-Vendor Support Services \(MVS\) Enterprise Care](#) is available for selected server and storage products from leading IT hardware manufacturers.

IBM's Technology Lifecycle Services offers unparalleled, comprehensive services, covering every phase from the initial deployment of technologies to upgrades, refreshes and their eventual disposal. This holistic approach promotes optimal system performance, and facilitates smooth transitions with alignment to evolving business objectives.

This support is further enhanced with AI and analytics tools, such as [IBM Call Home/IBM Electronic Service Agent](#), and [IBM Support Insights](#) which allow you to proactively take actions to prevent or correct issues before they occur to achieve greater efficiency and reliability. To help bridge the skill gap [TLS infrastructure services](#) offers technical expertise to address simple and complex projects and relocations with task-based services.



+10K

Clients worldwide¹

11K

IBM and other OEM hardware and software products¹

+1M

Supported assets worldwide¹

140

TLS provides support and services in more than 140 Countries¹

IBM Technology Lifecycle Services is your trusted partner for comprehensive support and services across IBM Infrastructure and leading third-party providers, combining technical expertise with AI-driven analytics and automation to deliver consistent and proactive support throughout the IT infrastructure lifecycle. Our certified professionals worldwide can help optimize investments and business outcomes, by prioritizing maximum availability, performance, and compliance.

Learn more



Schedule a meeting →

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¹ Data Source IBM Internal Data

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