

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

Building a Resilient Integrated Data Center Powered
by AI, Automation, and Human Expertise

■ Highlights

Optimize your IT
infrastructure

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

Streamline Multivendor
Support and reduce
operational complexity

AI-Driven Analytics and
Intelligent Tools for
Infrastructure Resilience

The shift to distributed, hybrid infrastructures has significantly increased multivendor complexity, creating operating inefficiencies, talent constraints, and heightened execution risk. As internal capabilities struggle to scale at the same pace, organizations face growing challenges in sustaining transformation momentum while protecting availability and resilience.

IBM Technology Lifecycle Services (TLS) provides [end to end lifecycle support](#)—from infrastructure planning and architectural design to deployment, optimization, and ongoing support. IBM’s support model is engineered to help customers achieve resilience by breaking down operational silos, improving time to resolution, and moving from reactive break/fix to preventive & proactive support. Through intelligent monitoring tools and expert guidance that bridge skill gaps across the IT landscape, IBM TLS can help organizations unlock measurable operational gains.

Optimize your IT infrastructure

Enterprises require adaptable, scalable, and future ready IT infrastructure. To achieve this, organizations must optimize existing multigenerational and multivendor environments while integrating new technologies to support AI demanding workloads in a controlled and cost-efficient way.

IBM TLS brings more than 35 years of multivendor expertise to help organizations build an efficient IT foundation. As a one stop shop, IBM provides multivendor hardware and networking refresh, network health checks, architecture and design services, deployment and client management capabilities. These solutions help ensure successful implementation, bridge skill gaps, maximize ROI, and prepare your environment for digital transformation and AI adoption.

Within this broader optimization strategy, networking and security play a critical role in ensuring performance, availability, and resilience. Our certified specialists deliver specialized Networking and Security optimization services, including multivendor network assessments, configuration hygiene reviews, and resilience design for switching, routing, wireless, and security appliances, enabling organizations strengthen performance, reduce blind spots, and maintain a secure, high-availability connectivity layer across hybrid environments.



Streamline Multivendor Support and Reduce Operational Complexity

When speed matters, IT teams must focus on strategic priorities. However, managing multiple service contracts, vendors, and licenses creates operational friction and consumes valuable time.

IBM simplifies data center support by serving as a single point of contact for multivendor hardware, software, and networking. This approach reduces supplier coordination, eliminates operational silos, minimizes the risk of service gaps, aligns SLAs, and provides OEM level expertise and parts logistics through one maintenance agreement with consolidated billing.

Support is delivered through IBM® MVS Enterprise Care a tiered support model—Basic, Advanced, or Premium—with optional add-ons such as battery support, media retention, and other services. This flexible structure helps organizations select the coverage that best fits with business and operational their needs. All tiers include agentic AI enhanced tools that strengthen proactive support.

With IBM MVS Enterprise Care Premium, customers receive a dedicated support from an IBM Technical Account Manager (TAM), a subject matter expert who provides personalized guidance and acts as a single point of contact for support issue. The Premium tier also includes the advanced Support Insights Pro version, delivering deeper analytics and providing an elevated support experience.

IBM TLS further extends this unified support model across Software, Networking & Security environments by consolidating support for physical and virtual firewalls, routers, switches, and wireless access points under unified SLAs. As single point of contact, IBM centralizes incident ownership shortening troubleshooting cycles, accelerating isolation of network and security issues, and ensuring consistent service across the data center.

A core element of simplification is the set of Agentic AI and automation tools included across all tiers, including IBM Support Insights and [IBM Call Home](#) (applicable selected offerings). These AI driven smart monitoring capabilities proactively help identify issues, securely collect diagnostic data, and notify the appropriate teams—reducing the risk and manual effort associated with reactive tasks such troubleshooting, and ticket creation. By automating these workflows, TLS helps shift IT operations from break/fix to preventive support, improving time to resolution and freeing IT resources for higher value initiatives.

Through contract consolidation and intelligent automation, IBM TLS helps reduce vendor management by providing Level 1 and Level 2 technical support and collaborating with the vendor to deliver Level 3 expertise when available and needed.

With deep technical expertise, AI and automation enabled support embedded across every layer of support, IBM Technology Lifecycle Services helps enterprises navigate their IT environments with confidence and efficiency, enabling core business growth

Servers | Storage OEMs

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

Network and Security OEMs

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

Software

- Red Hat
- Microsoft
- SUSE
- Ubuntu
- Oracle
- VMware

AI-Driven Analytics and Intelligent tools for Infrastructure Resilience

Modern cyberthreats continue to grow both in sophistication and frequency, demanding organizations to have continuous visibility and proactive tools to protect their critical IT estate.

For Networking and Security environments, IBM TLS helps organizations maintain firmware currency, proactively detect CVEs (Common vulnerabilities and Exposure) earlier, and enforce consistent configuration hygiene across multivendor network and security devices—mitigating risk exposure across the entire connectivity stack.

In addition to [IBM Call Home](#), [IBM Support Insights](#) provides advanced analytics to identify current and potential system and software issues, offering proactive recommendations that reduce unplanned downtime and prevent service gaps. The platform helps manage hardware and OS/firmware levels remain supportable and compliant, while dashboards highlight hotspots affecting performance, availability, and capacity issues.

Automated asset discovery helps maintain a complete and accurate inventory of servers, storage, storage, software licenses and network equipment. Assets are continuously assessed for end of support status, coverage gaps, vendor notices, and firmware diversity—all of which contribute to operational complexity. Support Insights also surfaces vulnerabilities across operating systems and open-source packages, providing the visibility needed to strengthen the overall security posture.

IBM Call Home and IBM Support Insights integrate seamlessly with the [IBM Support Assistant](#), a multivendor, self-service digital tool offering IBM curated technical expertise, product information, troubleshooting resources, case management, billing visibility, and more, making it an ideal companion for hybrid IT.

For organizations requiring deeper support, project services can provide end-to-end infrastructure assessment and advisory capabilities, including capacity planning, hardware and network evaluations, security assessments, and compliance readiness. These services help enterprises improve performance,

reduced latency, and alignment with regulatory and operational requirements.

Beyond operational optimization, IBM TLS also delivers secure and responsible post modernization hardware services. As infrastructure is refreshed or decommissioned, IBM provides certified data sanitization to ensure sensitive information is permanently and verifiably removed, as well as media destruction options aligned with industry and regulatory compliance standards. These services help protect organizations from security exposure, and support end of life governance. IBM can also coordinate hardware disposition, asset recovery, and environmentally responsible actions helping decommissioned servers, storage, and networking devices are handled securely and sustainably while supporting effective end of life governance.

Conclusion

As enterprises accelerate digital and AI driven transformation, the ability to manage operational risk, ensure resilience, and maintain control across complex IT environments has become a business critical mandate. Traditional support models are no longer sufficient for today's scale, speed, and multivendor complexity.

IBM Technology Lifecycle Services, in alliance with leading OEMs, provides an integrated, enterprise grade support model that simplifies operations, strengthens security and availability, and improves governance across the entire infrastructure lifecycle. Through AI driven insights, intelligent automation, and global multivendor expertise, IBM TLS enables organizations to reduce complexity and exposure while sustaining transformation momentum.

The result is a resilient, future ready IT foundation that helps enterprises ensure business continuity and confidently support growth, innovation, and scale.

For more information

To learn more about IBM Technology Lifecycle Services for Lenovo, please contact your IBM representative or an IBM Business Partner®, scan the QR code or click at buttons below:

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2. [2025 TSIA Gold Award for AI Driven Field Service Excellence](#)
3. [IDC MarketScape: Worldwide Hardware Support Services 2025 Vendor Assessment](#)

