

Expert services for resilience, security and optimization

Integrated support and solutions for your IT infrastructure

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 manufactures.

Our capabilities span across the product lifecycle including deployment, upgrades, energy efficiency, asset disposal and more.

This support is further enhanced with AI and analytics tools, such as [IBM Support Insights](#) and [IBM Electronic Service Agent](#), 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.

For more information

To learn more, contact your IBM Business Partner:

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14K

Global Clients¹

22K

IBM and other OEM hardware and software products¹

3.5M

Multivendor assets monitored to determine preventive actions¹

140

Countries with access to highly trained technicians¹

We are your trusted IBM and multivendor support partner, committed to leveraging our enterprise-ready technical expertise with AI to deliver comprehensive support and services, built to optimize and secure your IT environment.

¹ Data Source IBM Internal Data

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