

# 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

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

Help ensure 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 explosion 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 can provide a single point of contact for diverse OEM products to accommodate your server, storage, network and security maintenance support needs and deliver timely problem resolution through a single point of accountability. IBM provides a worldwide reach for fast access to experienced technical support personnel around the clock with a comprehensive set of hardware and software support services that help identify dependencies across your entire IT portfolio.

## Optimize your IT infrastructure using analytics and predictive maintenance

IBM® Support Services for Multivendor Server, Storage, Network and Security offers access to IBM Support Insights, a security-rich, cloud-based portal that provides visibility across your IT landscape to proactively address risks and exposures that could impact the availability of your hybrid IT infrastructure. IBM Support Insights is designed to help you more easily manage, maintain and using IBM's vast knowledge base of product and support data. The service also helps you identify current and potential system issues and provides recommendations for actions you can take to reduce unplanned downtime and avoid 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. 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 reduce time, effort and cost in vendor contract management while receiving higher levels of service.

As a one-stop shop, IBM provides a holistic approach to support with the ability to look at your systems and how they interact, helping 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. All these advantages will bring you significant cost savings that can then be reinvested into other areas of your business.

### **Help ensure clear IT support accountability across platforms and vendors**

Transforming and managing the modern data center can be challenging. IBM believes that the path toward a modern, efficient, cloud-enabled data center is to engage the right IT support partner who can help you address what's standing in the way of your digital transformation. Our expert, vendor-agnostic approach helps 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. But 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.

There are a growing number of OEM products supported by IBM as part of its global multivendor services. Under an IBM Support Services for Multivendor Server, Storage, Network and Security contract, IBM provides you with Level 1 and 2 remote technical support and field services and collaborates with the vendor to provide Level 3 expertise if available and needed.

#### **Servers and Storage OEMs**

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

#### **Network and Security OEMs**

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

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

### **Improve service availability with global expertise**

With a worldwide network of certified OEM product support specialists, IBM can provide around-the-clock capabilities to help ensure your business is always on. Global and local service delivery is available in more than 130 countries, and IBM operates around 585 parts centers with IBM and third-party parts. For hardware services, our team responds and fixes problems 94% of the time on the first-call.<sup>1</sup> IBM offers a demonstrated history of maintenance, service delivery, support and reliability. Our global support model helps ensure service availability, increased business efficiency and reduced internal training costs. It also provides 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. 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. IBM's proven history of service, technical support and reliability, combined with access to IBM product development and engineering labs, helps provide efficient advice and problem-solving. You can count on IBM Technology Lifecycle Services to keep your mission-critical systems running smoothly 24x7.

### **For more information**

To learn more, contact your IBM Business Partner:

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1 Based on IBM internal data, December 2020.

2 The Total Economic Impact of IBM Hybrid IT Support, a Forrester Study commissioned by IBM, January 2021.

