Driving growth and innovation with a trusted support partner

A more innovative approach to technology support

IBM **Services**

The first step to innovation: think big

You expect a lot from your IT environment. If your assets aren't working, neither are you.

The technology support environment facing today's enterprise is more challenging than ever. In today's multi-cloud and heterogeneous IT environments, continuous change is the new norm when supporting long-term business direction and requirements. Your technology support must continuously evolve and change to keep up with these demands. An integrated support strategy that enables you to streamline support for all of your hardware and software for your data center and across the 4-walls of your enterprise can help you reduce complexity, decrease costs and ensure high availability.

IBM provides a range of IT support capabilities that are enhanced through the use of leading support management technology—including IBM Watson, augmented reality, blockchain, predictive analytics and proprietary databases of technical information to address particular maintenance and support concerns such as aggregated event analysis, reporting and proactive monitoring.

IBM Technology Support Services helps clients achieve:

25% Reduction in maintenance and support spending with IBM MVS

20% Reduction in time spent on hardware support-related tasks

22% Reduction in mean-time-to-repair (MTTR) with IBM support services[1]

To learn more, watch the webinar:
ibm.biz/TEIstudy

A trusted IT support partner

IT support and maintenance contracts are an essential part of your IT strategy, and at minimum, should include proactive maintenance; predictive analytics; inventory, asset and lifecycle management; and software support. With so many choices to consider, ask yourself this question: are you looking for an IT support management partner who can help your business become smarter by leveraging intelligent digital platforms?

You already have multiple support vendors to manage. You need a true partner with deep understanding of your industry, your business and technology goals, who has the expertise to care for virtually all of your IT support needs.

IBM Technology Support Services has built a reputation and track record of trust with its clients for decades.

IBM safeguards a client's privacy, data and insights, and is helping businesses just like yours become smarter by making their systems and processes intelligent. This has made IBM the partner of choice for smarter businesses' digital and cognitive transformation.

Each IT environment is unique, and yours should have **support services to meet your unique needs**.
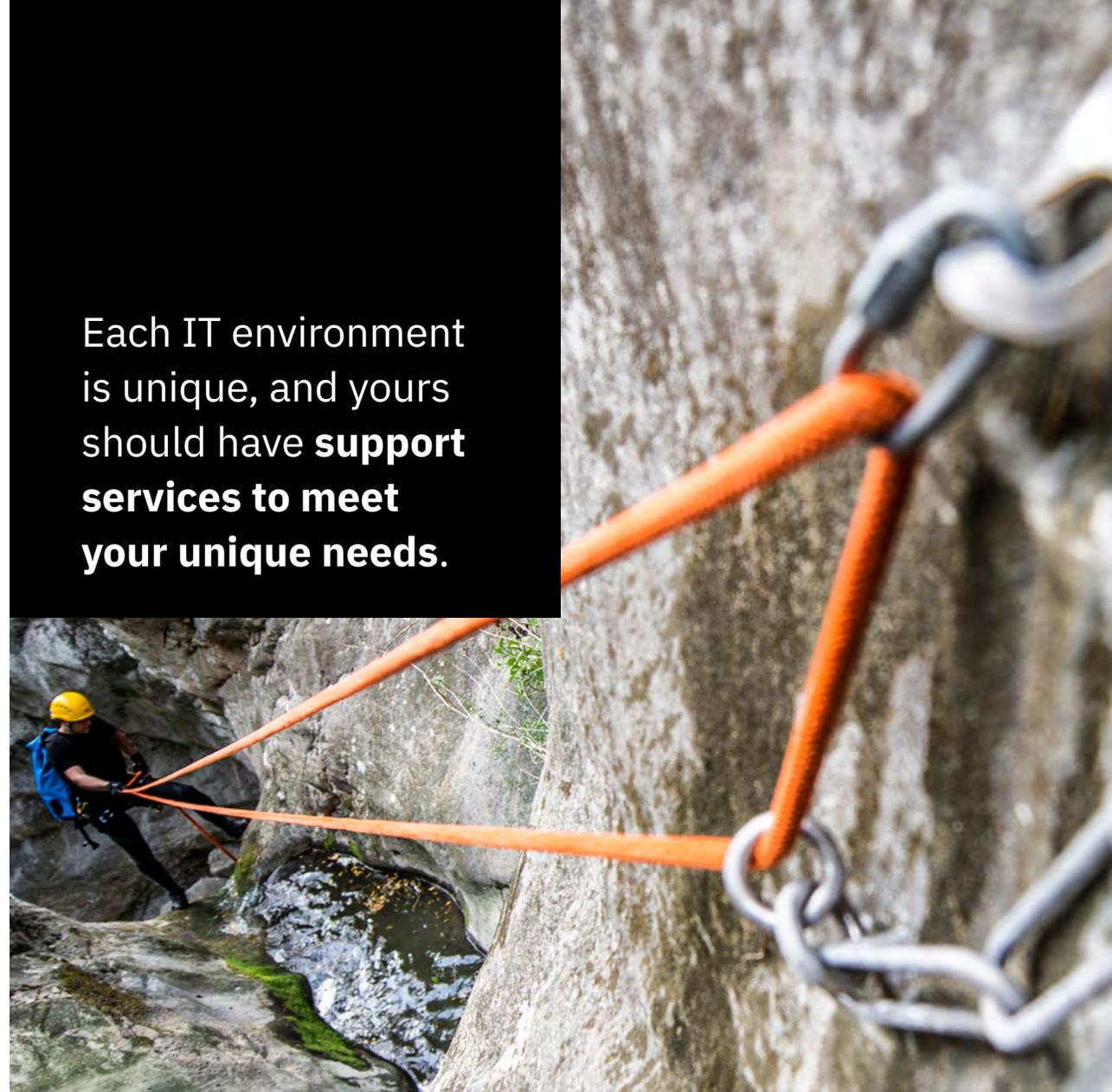
Hardware Support Services

IBM provides flexible hardware support and maintenance services for IBM and multivendor systems that are designed to deliver timely problem resolution through a single point of accountability.

Whether you need base warranty support for IBM products or more robust services for IBM and non-IBM products, we deliver specialized support that can meet your needs and budget requirements.
We can also manage the optimization of your server environment by running proactive scans and making recommendations that support optimum performance.

The IBM difference is our extensive experience with supporting multivendor environments.

Basic Care
Get 24x7 same-day response for hardware, remote support for software, and 24x7 support for Severity 1 problems.

Enhanced Care
Receive all the benefits of Basic Care and add faster response times and client care services with an assigned remote account manager.

Premier Care
Get Basic and Enhanced Care, plus proactive support services designed to help prevent outages – including integrated hardware/software support, microcode analysis, media retention, and code upgrades.

Since most organizations do not have a standardized infrastructure, we leverage our global knowledge base and deep industry relationships while working with leading hardware vendors to help develop proactive best practices for managing and maintaining hardware.

Servers supported: IBM, Cisco, Dell/EMC, Fujitsu, HPE, Lenovo, Sun/Oracle

Storage supported: IBM, Dell/EMC, Hitachi, HPE, NetApp, Sun/Oracle

Networking: Cisco, Citrix, Juniper, F5, Fortinet, Palo Alto, Checkpoint, Riverbed, Brocade

The potential benefits include:

– *Support* for both IBM and non-IBM hardware from a single expert partner
– *Less risk* of downtime and more protection against outages
– Greater *business value return* from IT investments

How we do it

The field of technology support is rapidly evolving to keep pace with disruptive services technologies. At the same time, technology innovation has led to fundamental changes in how support services are delivered. In today's digital age where cloud and AI are driving the way technology is designed, managed, and delivered, the traditional *break-fix* support models are no longer practical. At IBM, we are continually working to innovate technology support services to deliver hardware support that can help reduce downtime or eliminate it altogether increasing customer satisfaction on service delivered.

IBM Virtual Assistant for Technical Support
By using this enterprise platform to create chatbots at scale we are able to deliver proactive and personalized services while ensuring data privacy. It helps managing support cases and provides access to Watson Assistant and the latest AI technology. An AI-based chatbot assistant can streamline technical support by providing answers quickly, thereby cutting down response times, reducing costs and transforming customer experiences.

This AI-based assistant platform can help:

– Improve response time and global
  engagement.
– Enable self-help by providing guidance to
  solve simple problems.
– Create better problem descriptions for
  faster resolution times

Blockchain
Blockchain is especially useful in the context of Support as a Service, where IBM provides support on behalf of a product vendor. The technology helps to improve transparency and provide audit-ready documentation of core support processes. As an example, IBM can optimize and automate support services by putting the quote to cash process onto a blockchain. This helps to reduce complexity and to eliminate hidden cost. IBM is exploring further use-cases for Blockchain in the domain of Technology Support.

Clients can benefit from Support Services underpinned by Blockchain in various ways:

– Reduction of complexity and cost
– Increased transparency
  and audit-readiness
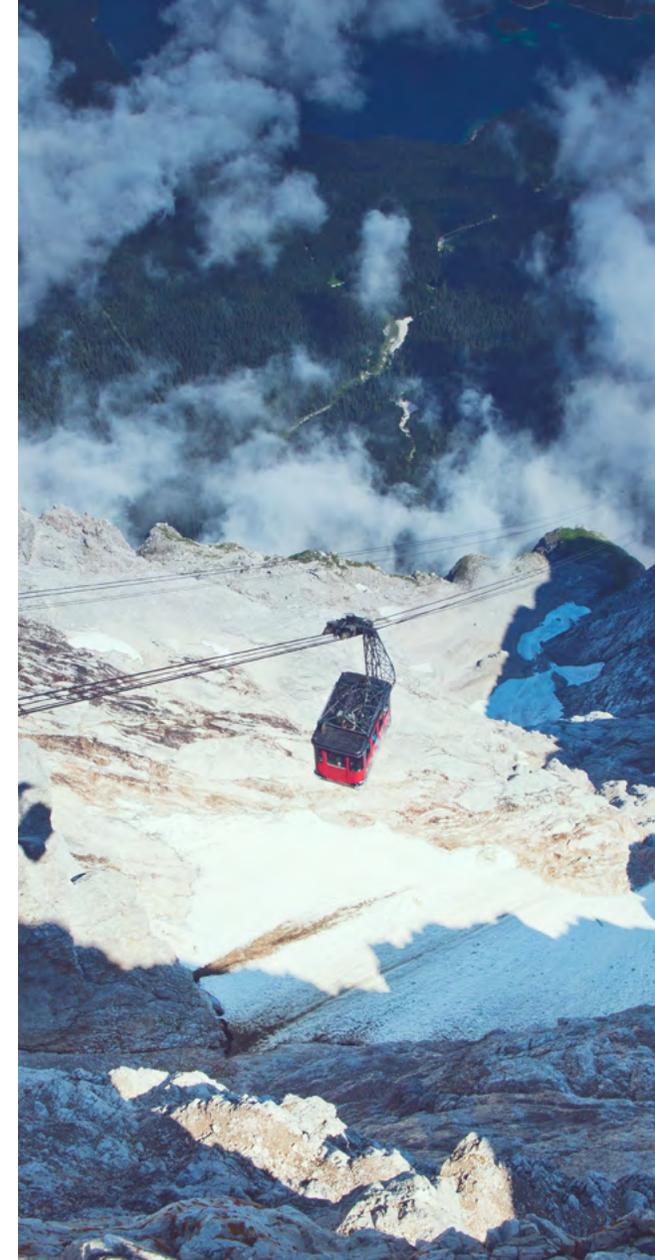
Predictive Maintenance

IBM's Technology Support Services can be enhanced with Predictive Maintenance capabilities. This can help to eliminate potential downtime by identifying issues before they occur. As a result outage related cost can be minimized and customer experience can be improved.

As Predictive Maintenance is not limited to IBM products, it can be applied to a wide spectrum of Services for non-IBM devices as well, both inside and beyond the data center.

Benefits for our clients include:

– Reduction of unplanned downtime
– Increased lifetime of hardware components
– Proactive management of failure risks
– Optimized balance between maintenance and operations

> Find out more

Augmented Reality (AR)

Augmented Reality (AR) equips IBM field technicians and clients with the service expertise they need to perform complex diagnostics or repair actions.
Powered by remote support agents, AR can guide users through visual instructions that appear on their mobile devices in real time. By superimposing information in the right context and the right location in the physical environment, AR reduces the cognitive effort needed to relate information to the physical environment (e.g., relating instructions to the hardware), cuts down the number of errors (through visual guidance) and reduces time required to look up information service information.

Major client benefits are:

– Faster Problem Determination and Resolution times
– Increased first visit resolution rate
– Virtual access to the best globally available expert

Technical Support Appliance (TSA)

TSA is designed to improve IT uptime, streamline inventory management, ease support-contract reconciliation and reduce gaps in support coverage.
TSA can intelligently gather IT inventory and analyze its support-coverage status. In addition to discovering inventory information from IBM systems, the technology also supports discovery from non-IBM systems such as Cisco, HP, Oracle, Dell, Juniper, NetApp, EMC and more.

Using advanced analytics, TSA can evaluate this information, combine it with our worldwide support information and compile inventory and support recommendations into valuable reports designed to optimize IT availability.

Case studies

Re-energizing key business applications while cutting cost of growth

Profile:
Copel—electricity and telecommunications provider from Brazil

Challenge:
Copel provides electricity to more than 4.5 million customers.Their challange was to make sure that existing systems continue to run optimally so that it could provide exceptional service to an increasing number of commercial and residential customers.

Solution:
IBM and Oracle team concluded that upgrading Copel existing IBM Power Systems landscape offered most cost-effective option, and migrated its Oracle Database solution from two IBM Power 795 servers to two IBM Power E880C servers.

Results:
With new solution, Copel has seen increased efficiency and performance across its core systems, helping the company offer exceptionally reliable services to its millions of customers.

Increase savings and quality of delivery

Profile:
One of the UK's largest water and wastewater services provider

Challenge:
HP, DELL, EMC, HDS going out of support. Looking for the best price during the migration period.

Solution:
– Comprehensive and cost effective support solution for the storage and server installations going Out of Support from manufacturing. Break & Fix during the migration period 3 years.
– Global pricing model – 25% savings
– Future opportunities identified like Cisco tech refresh

Results:
– 25% savings on day 1
– IBM as single interface
– Higher quality of Delivery

Improving service levels and extending hardware life

Profile:
Irish electronics distribution company

Challenge:
With hardware approaching end of warranty and increasing difficulty managing service level agreements (SLAs), the company was concerned about support for its business-critical IT infrastructure.

Solution:
IBM evaluated the warranty status for each machine, upgrading existing warranties and adding coverage for out-of-warranty products, and combined all into a single contract that provides around-the-clock remote service and on-call engineers for onsite support.

Results:
With all its hardware under IBM support, the company has reduced system downtime by up to 20% and achieved its desired goal for 24x7 SLA support.

Simplifying contract management

Profile:
Spanish bank with a network of 805 branches across Europe

Challenge:
The bank relied on multiple vendors to provide maintenance and support services for the hardware and software comprising its IT infrastructure and its network of ATMs.

Solution:
Through a single point of contact, IBM Technology Support Services provides hardware maintenance for server, storage and ATM devices as well as software support for core applications and operating systems. The IBM team is available 24x7.

Results:
By consolidating all support services under a single contract with IBM, the bank achieved significant annual savings while simplifying contract management.

Software Support Services

IBM offers system level skills for operating systems, hardware, hypervisors, and middleware, enabling us to pinpoint issues and resolve complex problems quickly and effectively. We offer:

– Around-the-clock support for IBM software and products from Cisco, Microsoft, VMware, Docker and Nutanix
– Subscription and Support for Red Hat, SUSE and Ubuntu products, including Virtualization, Containers, OpenStack, SAP HANA and software defined storage
– Enterprise class support for more than 100 community versions of open source software
– Enhanced support that can include proactive support services

This service provides deep product technical skills to help you more quickly resolve software-related problems and better maintain efficient operations. Clients may receive individual problem fixes or product usage advice. Support services include basic software support, enhanced services and customized solutions to address your specific needs.

The IBM difference is our *integrated and proactive approach* to diagnosing errors and delivering corrections remotely. Through our predictive analysis tools and our vast knowledge base available to IBM service agents, we can resolve problems *faster and more accurately* the first time and help prevent problems from escalating as a result.

Case studies

Improving offered services, and boost customer satisfaction

Profile:
US computer services provider

Challenge:
To provide robust support for the SAP HANA platform, it needed to refresh its IT infrastructure. Lacking a sufficient budget, the company also sought a financing solution.

Solution:
The client engaged IBM to build and maintain an IT infrastructure based on IBM Power Systems servers and IBM Disk Storage systems, all financed by IBM Global Financing.

Results:
By engaging IBM Technology Support Services to implement and maintain IBM Power Systems servers and IBM Disk Storage systems, the client gained robust support for its SAP HANA platform, gained the flexibility to accommodate the growth of applications running on the SAP HANA platform, significantly boosting its services and earning high customer satisfaction.

Improving computing performances while managing budget constrains

Profile:
Spanish high-performance computing resources provider

Challenge:
Client wanted to renew and update its supercomputer with more power and velocity and also wanted a financing proposal with a payment plan and to improve cash flow.

Solution:
Configure the supercomputer for optimal performance, build three different prototypes based on IBM POWER, Lenovo and Fujitsu technology. IBM TSS helped install and configure an IBM Elastic Storage Server solution. Through IBM Global Financing the client got its billing and payment requirements.

Results:
Client enhanced the performance of its supercomputer by 12 times and managed budget constraints, aligned project costs with its annual investment, reducing its up-front capital outlays and accelerated project implementation

Expert support for your Open Source ecosystem

As enterprise adoption of Open Source Software (OSS) continues to grow, the underlying support structure only increases in complexity and often fragments across multiple hardware, software, application vendors and open source communities.

With decades of experience and experience with Linux and other open source technologies, IBM can simplify support for your OSS. Whether you are using community editions, commercial products, individual packages or a complex software stack, IBM can support your entire open source ecosystem, be it community editions, commercial products, individual packages or complex software stacks.

Linux Operating System

– Subscription and support for all major distributions of Linux including Red Hat, SUSE, and Ubuntu
– Enhanced support for CentOS
– Unmatched skills on IBM Z®, IBM Power® and OEM Intel
– Over **18 years** experience providing open source support
– **99%** IBM fix rate

Commercial OSS

– Subscription and support solutions for most Red Hat and SUSE products
– Software Defined Storage including Red Hat Ceph, Red Hat Gluster and SUSE Enterprise Storage
– Distributions for SAP applications
– Docker EE support available for IBM Z platforms

Community OSS

– Enterprise-class support for *100+* community versions of open source software
– Gain access to industry experts and obtain virtually unlimited assistance for a wide variety of how-to and usage questions
– Get advice on which OSS packages could be optimized or best-suited for your specific project

Why IBM Technology Support Services?

The more complex your infrastructure becomes, the more important it is to maintain a high level of proactive technical support for around-the-clock responsiveness, service quality and resiliency. Yet maintaining the right level of support for your IT environment should not be undertaken at the expense of your business goals.

IBM can provide holistic support for systems, system software and middleware, in support of your business goals. Our single-support accountability can cover a complex IT infrastructure in virtually all its aspects with a range of sourcing options.

IBM Technology Support Services are designed to meet the complex support challenges that arise in an interdependent, dynamic infrastructure and to resolve problems before outages occur.

With nearly **19,000** technicians and support personnel covering over **200** industry certifications, we support over **30,000** multivendor hardware products. Our global presence enables us to provide support services around the clock, in your local language, with unparalleled access to service parts, skills, outstanding support and industry-leading vendor aliances. In addition, our massive, global support databases allow us to share a wide and deep knowledge base with these technicians and your organization, improving the ability to diagnose and remedy problems more quickly and accurately.

Organizations that develop a technical support relationship with IBM can do so with confidence. As a leading service provider and technology innovator, IBM will continue to deliver extraordinary maintenance and support performance driven by a deeper commitment to meeting your needs today and tomorrow.

To learn more about technical support services from IBM, please contact your IBM representative or IBM Business Partner, or visit the following website:

ibm.com/services/ techsupport

[1] The Total Economic Impact™ of IBM
  Multivendor Support Services (MVS),
  A Forrester Total Economic Impact™
  Study Commissioned by IBM,
  January 2019

  ibm.biz/TSS-Forrester-study

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