The Forrester Total Economic Impact™ of IBM Multivendor Support Services

HOW IBM MVS IMPACTS YOUR BUSINESS

Say its important to mitigate risk in extending equipment's useful life.



96%

Say its important to lower equipment maintenance costs, while extending equipment's useful life.

70% to 75% of a typical tech budget goes to keeping the lights on and the business running.



-Forrester Research1

With a single point of contact, IBM MVS can help you streamline vendor management and focus on your core business.



Average reduction in



Reduction in time needed for hardware support tasks.



Extended useful life of equipment.

2.5 Years





Reduction in vendor management time.

THE BENEFITS OF IBM MVS

\$178,670 over 3-years

Total Cost Savings with IBM Multivendor Support Services

Reduction in support and maintenance cost

\$115K \$26K

Reduction hardware support time

Reduction in vendor management time

Deferred Capital



Between \$15k - \$200k of capital expense deferred

Benefited from **Faster support** resolution times with IBM's Multivendor Support Services



This document is an abridged version of a case study commissioned by IBM titled: The Total Economic Impact Of IBM Multivendor Support Services, September 2016. The results of this study represent a composite organization created through the data aggregation of a customer interview and 24 customer surveys. The full study, including a complete list of disclosures, can be found at http://ibm.co/2d2wIUS To evaluate the TEI on your organization, utilize the TEI Estimator http://bit.ly/lbmTeiEstimator Source: "US Tech Market Outlook For 2016 And 2017: Cloud And Business Caution Will Slow Growth," Forrester Research, Inc., May 6, 2016. © 2016 Forrester Research, Inc. All rights reserved. Forrester is a registered trademark of Forrester Research, Inc.