IBM

Finally, technology support that
gets you there
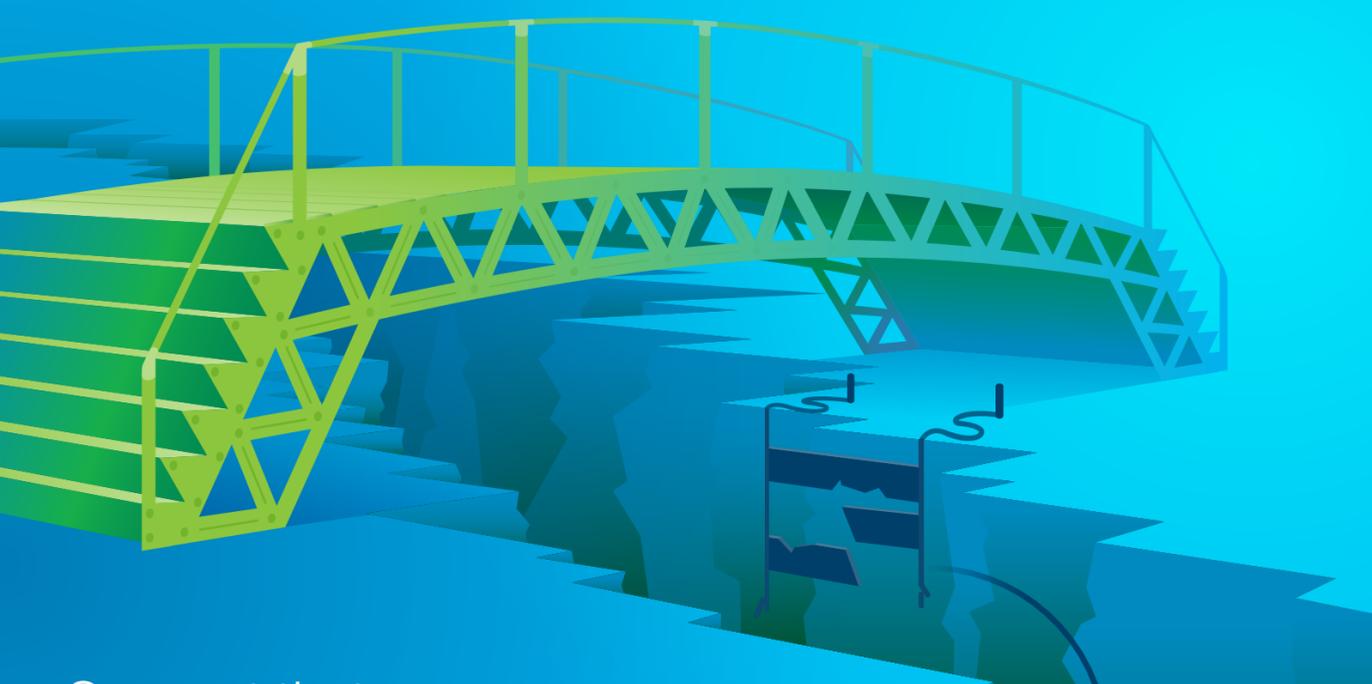
Support that measures up
to virtually every challenge

Complex IT environments, shrinking budgets, always-on IT demands—
they're all tough challenges for you to overcome. And when your technical
support falls short of expectations, your business and IT goals can seem
even further out of reach.

IBM Technology Support Services offers the strengths you need to get
past these obstacles and deliver more value to your business and customers.

Where other support strategies fall short:

Adding complexity with multiple vendor contracts

Diverting internal resources away from core business needs

Creating costly delays when outages occur with many parties involved

Delivering siloed support rather than serving as a support integrator

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Challenge:
Heterogeneous headaches

Managing your IT infrastructure means overseeing a diversity of systems and solutions that extend from your data center to edge devices. These disparate pieces and parts create widespread technical support challenges that can be tough to address on your own and even tougher to manage through multiple vendors.

Why IBM:
Hassle-free multivendor support

Reduce the cost and complexity of technology support for much of your heterogeneous environment by consolidating services with a single vendor. IBM Technology Support Services can provide 24x7 services with more than 500 parts centers— giving you a single, reliable point of contact for multivendor support for devices inside and outside the data center.

More than

30 years' experience
providing quality multivendor technical support services

More than 30,000 products serviced via global parts distribution and logistics processes

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Challenge:
Keeping up with ever-changing IT

Adjusting services isn't always easy and can lead to costly disruptions for your business. Whether you're adding new IT devices, upgrading your operating system, expanding into new geographies or shifting to a hybrid cloud environment, changes to your IT environment can lead to new technical support needs.

Why IBM:
Adapt-on-the-fly technology support

The flexible "as-a-service" delivery model offered by IBM Technology Support Services helps you meet your technology needs today and tomorrow. You gain customizable multivendor technology support services that support cost and service level consistency to strengthen brand loyalty.

The flexibility of as-a-service with the benefit and stability of a contract

3 million
systems supported worldwide

Challenge:
Unplanned costs, diminishing returns

Knowing when to maintain or replace equipment can help you get the most value and ROI from your technology, even as it ages and IT costs become harder to predict and control.

Why IBM:
Proactive maintenance for longer lifecycles

IBM Technology Support Services uses a planned refresh strategy to help you better anticipate costs and manage IT lifecycles. Comprehensive lifecycle maintenance helps you make the most of your IT investments while providing lower, more predictable costs.

Decades of experience helping clients eliminate unplanned expenses

More than

50 percent average capital expenditure savings
achieved by IBM Technology Support Services clients through lifecycle optimization[1]

Challenge:
Escalating expectations

Always-on availability is now the norm. Users demand around-the-clock connectivity and require around-the-world business operations. Failure on any front can have costly consequences for your business and brand.

Why IBM:
Predictive insight for problem prevention

Our priority is to help you strengthen competitive advantage and customer satisfaction by optimizing your global IT environment today and in the future. Through our field professionals, we deliver innovative experiences and services that leverage predictive analytics and other advanced capabilities, such as IBM Watson™ cognitive technology, to outthink downtime, better mitigate risk and improve business outcomes.

The proven strengths you need to take on the challenges of today's more complex and global IT environments

Go to **bit.ly**/GetThereNow

Learn how IBM can help you transform technology support into a competitive advantage for your business.

20 percent reduced operating costs
through outage mitigation and accelerated problem resolution[2]

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