

TECHNOLOGY SUPPORT: One destination

Consolidate with the highest-quality support services



Chances are, your IT equipment comes from multiple vendors. Some of that gear is new, some of it is a year or two old and some of it is headed off-warranty.

There are so many choices:

Buy New from the Original Equipment Manufacturer (OEM)

- + I get the latest features
- + I don't have to think about it much. The OEM drives the strategy for me
- There is a trade-off; I am always needing to update glitches in my microcode
- IT budget is always an issue and buying new equipment that is not really necessary is not the best use of your funds

Keep what I have and do HWMA in-house.

- + I am 100% in control
- + I set my own strategy
- + The most secure option
- Parts and staffing will be expensive with this option

Keep what I have and do HWMA with the OEM.

- + I will have better ROI of my equipment
- + I like that the OEM is servicing my equipment
- OEMs are typically more expensive than TPMs for post warranty HW support

Keep what I have and do HWMA with a Third Party Maintainer.

- + Combined with a HWMA approach, this is the most cost effective approach
- + Equipment can actually be the most stable after year 3 in its lifecycle
- TPMs may not offer the same quality or SLAs as a OEM

IBM

- + OEM quality support
- + TPM level pricing
- + Multivendor capabilities
- + Reduce the number of support engineers in your datacenter
- + One number to call for help

Your decision

Congratulations! You choose extended technology support with a TPM!



But, which TPM?

Enter IBM



- IBM is a leading provider of technology support services, with about 70 years experience, providing:
 - Technology support for IBM hardware and software.
 - Technology support for many non-IBM server, storage and networking devices, and for select non-IBM software.
 - Assessment guidance for multivendor services.
- Now you can decide to switch to a simple, integrated support method with IBM TSS.
- For most common IT manufacturers and models, IBM can deliver a price quote within hours, not days or weeks.



Take our **one-minute maturity assessment** to see if your hardware and maintenance knowledge is holding you back.

Technology Support for the 21st Century – adding value to the business

IBM technology support services utilize proven, consistent methods that will help align your infrastructure with your business requirements.



Highly trained – IBM has nearly 23,000 friendly, perhaps slightly geeky technicians holding key industry certifications and averaging over 14 years experience.



Global – IBM delivers consistent service and methods in more than 180 countries.



Proactive and predictive – IBM uses analytics to head off problems before they happen – increasingly with the aid of IBM Watson cognitive technology.

Discover how IBM is innovating technical support with cognitive computing.

Click here to watch or download the video!



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