IBM **Services**

Simplify your IT support management with IBM Technology Support Services

Customers using IBM Multivendor Support Services have seen benefits such as:

As much as
20%
reduction in client time spent on hardware support[1]

As much as
20%
reduction in time managing vendor relationships[2]

An average of
+2.5 yrs
additional useful life of multivendor equipment[3]

As much as
25%
savings in IT support management cost[4]

IBM's integrated hardware and software support services are designed to keep your multivendor systems running around-the-clock. Our IT Support solutions are backed by trusted product expertise, a globally-enabled support infrastructure with thousands of highly trained support technicians, equipped with the artificial intelligence of Watson Agent Assist, using a problem resolution database developed from helping businesses spanning all industries transform for competitive advantage. We strive to be your strategic technology partner and can help you change how work gets done.

Download our eBook to learn more →

IBM brings you the world's most powerful IT infrastructure, with innovative technologies including:

Predictive Maintenance
IBM's predictive maintenance services provides proactive and reactive IT support, so you can mitigate potential issues before failure occurs.

Augmented reality enables field technicians or clients to perform complex diagnostics or repair actions any time of the day, anywhere on the globe.

BlockChain offers the foundation for trusted collaboration throughout your technology support system responsible for streamlining, standardizing, automating and validating with less human intervention and error, and more visibility, traceability, scalability, and accountability.

Cognitive Virtual Assistant
Leverage IBM Research's Watson technology to help support personnel find the right answer the first time, helping clients solve issues faster.

Client Insights Portal represents a cognitive strategy of intelligence and analytics that enables our clients to improve the availability and efficiency of their enterprise.

Technical Support Appliance—an intelligent, accurate look at your inventory across multiple manufacturers, the TSA automates device discovery, enabling analysis and support recommendations.

IBM offers expert, single source support across your entire IT environment for virtually all of your hardware and software, including open source. Our integrated technology support model enables you to streamline your IT support spend, reducing operating costs by as much as 25% by infusing our people/processes/technology into your ecosystem. We support:

Servers
IBM
Cisco
Dell/EMC
Fujitsu
HPE
Lenovo
Sun/Oracle

Storage
IBM
Dell/EMC
Hitachi
HPE
NetApp
Sun/Oracle

Networking
Brocade
Checkpoint
Cisco
Citrix
F5
Fortinet
Juniper
Palo Alto
Riverbed

Third party software, including:
–proactive support for x86 (Windows)
–support and subscription for VMWare
–comprehensive support solutions for your Open Source ecosystem

IBM's IT support staff already supports over 30,000 IT devices across all manufacturers. If you don't see your IT manufacturer listed, just ask.

Download our eBook to learn more →

Sources:
1, 2, 3 "The Total Economic Impact of IBM Multivendor Services", Forrester Research, January 2019.
4 IBM internal data as of December 2016.

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