



IBM Support Insights Pro reduces complexity, improves clarity and visibility to The City Kamloops's enterprise networking

"The IBM team has brought forth tremendous value with IBM Support Insights Pro and their deep expertise within the network space which previously required us to allocate a resource or be charged a fee to create a BoM. The ongoing collaboration and relationship between Cisco and IBM assures that we maintain a strong support strategy, but also enables deeper insights into the future of networking infrastructure. The IBM team has been instrumental in allowing us to see the future state of the City."

By working with IBM, the client reduced their IT costs and increased the lifespan of their networking equipment increasing their ROI.

The client was impressed with IBM support in the network space with the additional value provided by IBM Support Insights Pro. The offering helps clients discover, collect and analyze their enterprise networking equipment and provides action plans for:

- Increased network stability
- Strengthened network security
- Inventory management
- Current and future planning

Solution Components

IBM Support Insights Pro
Managed Maintenance Solution for Network and Security (MMS)