Technology Lifecycle Services for Cisco Products

Optimize your networking infrastructure and reduce costs while focusing on your business

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Highlights

Simplify multivendor maintenance and reduce cost with a single point of contact

Optimize your Networking infrastructure using analytics and recommendations

Leverage IBM Services for Enterprise Networking

In a complex IT environment, networking is the backbone for the IT infrastructure, enabling the connections between and across systems and applications. As such, the proliferation of vendors in the data center can make it difficult to pinpoint the origin of performance issues. In addition, dealing with multiple suppliers is time-consuming for IT staff and often keeps staff from focusing on more strategic initiatives. Clients need smart support to help predict and prevent unplanned disruption as well as infrastructure services to address expected and unexpected needs across the networking enronment.

IBM can provide a single point of contact for Cisco products to accommodate network maintenance support needs and deliver timely problem resolution. In addition, IBM Technology Lifecycle Services can help clients plan, deploy, optimize, and refresh their networking environment with highly skilled consultants across the globe, enabling clients to get the most out of their infrastructure, reduce costs and focus on business objectives.

By selecting IBM as support and services partner, clients benefit from IBM's deep technical relationship with Cisco while gaining access to IBM expertise as a Cisco Global Gold Integrator Partner providing a high quality support capabilities and professional services for Cisco solutions across the globe.

Simplify multivendor maintenance and reduce cost with a single point of contact

IT leaders struggle to manage the complex vendor relationships that today's IT environments require while trying to keep costs down. Maintaining disparate service contracts, licenses, and SLAs can be time-consuming and costly, hindering you from focusing on more strategic business goals. IBM offers a single point of contact for your Cisco products, providing remote and onsite support, parts logistics, and billing.

IBM provides a holistic approach to support with the ability to look at your systems and how they interact, helping arrive at a resolution quickly while alleviating the burden on your in-house staff, globally IBM resolves 97% of networking hardware issues for Cisco Systems at first call.[1] These benefits can bring you significant cost savings that can then be reinvested into other areas of your business. The IBM-commissioned Forrester Total Economic Impact of Hybrid IT Support study found key benefits from multivendor support which can save clients time and money. Multivendor support from IBM reduced the time spent to manage vendors up to 22% and helped reduce hardware maintenance and support costs up to 25%.[2]

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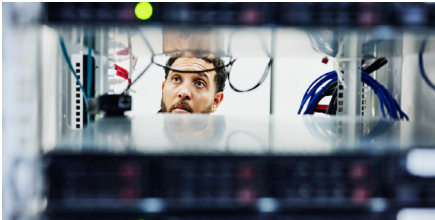
IBM Technology Lifecycle Services offers you support service options to choose the right fit for your Cisco environment needs and best leverage its benefits in collaboration with Cisco. IBM Managed Maintenance Solution (MMS) for Cisco Products is designed to deliver enhanced availability and performance of client's network environment with software updates, hardware replacements, and around-the-clock support for your Cisco hardware, applications, and operating systems. IBM Total Solution Support (ITSS) for Cisco Products is designed to provide Cisco focused support services with a holistic approach. ITSS goes beyond basic coverage and provides solution level support with expanded scope and improved response objectives when compared to traditional product support services to assist you with Cisco solutions. IBM Support Services for Software Defined Network (SDN) provides an end-to-end support service solution in collaboration with Cisco, designed to help organizations have a smooth operation of the solution and reduce the need for IT staff upskilling. The service bundles hardware and software support with post implementation technical consultancy and access to a named IBM Technical Account Manager (TAM) who is a subject matter expert with deep technical expertise, providing a personalized approach and will act as focal point for any support issues.

Optimize your networking infrastructure using analytics and recommendations
IBM® Support Insights is a cloud-based service that is designed to help IT teams improve IT uptime and address vulnerabilities with analytics-driven insights, asset management, and preventive maintenance recommendations to improve infrastructure availability. Included with select IBM contracts, like IBM Managed Maintenance Solution (MMS) for Cisco, IBM Total Solution Support for Cisco Products (ITSS) and IBM Support Services for Software Defined Network (SDN), IBM Support Insights is designed to provide better visibility across your data center, on-premises and virtual IT infrastructure, and networking environment. This service helps you identify current and potential system issues, delivered with risk scores and recommendations for actions you can take to reduce unplanned downtime and avoid service gaps.

In addition to standard capabilities, the IBM® Support Insights Pro subscription offers additional value with prioritized security vulnerability and lifecycle insights, recommended OS and firmware levels, and extended case history and analysis. These features are designed to enable clients to better understand the impact of IT lifecycle, optimize their security position, and reduce infrastructure planning time.

Leverage IBM Services for Enterprise Networking
IBM Technology Lifecycle Services provides infrastructure services, designed to assist organizations with management of their networking environment to overcome skills gaps and shortages, as well as services to plan, implement, and optimize networking strategies for high availability and operational resiliency with infrastructure services like IBM Multivendor Project Services for Networking and Security, IBM Implementation Services for Software Defined Network (SDN) and IBM Network Health Check.

You can count on
IBM Technology Lifecycle
Services to keep your
mission-critical systems
running smoothly 24x7

IBM Multivendor Project Services for Networking and Security is designed to help organizations take advantage of IBM deep technical expertise, valuable tools and successful methodologies providing enterprise networking lifecycle services to help clients deploy and implement Network Solutions. IBM offers customized services that provide a better customer experience, increased operational efficiency, and better control of their investment. IBM can help clients select equipment that is ideally suited to their needs and build new network environments or implement that infrastructure into existing ones.

IBM Implementation Services for Software Defined Network (SDN) provides comprehensive services to design and deploy new Cisco SDN solutions or implement them into existing network infrastructure designed to help organizations reduce networking complexity with better network traffic management, visibility, security, performance, and network high availability.

IBM Network Health Check is a remote assessment service designed to provide a personalized, flexible and comprehensive report with technical advice and status of the network security, health, and performance. It is designed to enable organizations to proactively take actions to improve systems performance, address security vulnerabilities, and get insights into their network inventory. IBM Network Health Check provides options to assess hardware health, inventory coverage and security risks based on OEM best practices and IBM technical expertise, successful methodologies, and valuable tools like IBM Support Insights & IBM SevOne Network Performance Management.

Conclusion
IBM Technology Lifecycle Services and Cisco have a unique history and global presence that allow us to offer high-quality support and services for Cisco products. Clients gain access to industry experts certified as Cisco's Global Gold Integrator who help close the skills gap of their in-house staff. IBM provides a worldwide reach for fast access to experienced and certified technical support personnel around the clock with a comprehensive set of hardware and software support services that help identify dependencies across your Cisco network products.

Why IBM Technology Lifecycle Services?
IBM Technology Lifecycle Services professionals apply deep expertise in Cisco products to empower client's business. Our technical support specialists and consultants support over 22,000 IBM and other original equipment manufacturers, hardware, and software products, enabling clients to gain new skills, solve business challenges and apply best practices. You can count on IBM Technology Lifecycle Services to help keep your mission-critical systems running smoothly 24x7.

For more information
To learn more about IBM Technology Lifecycle Services for Cisco Products, please contact your IBM representative or IBM Business Partner®, reach out directly to an IBM TLS expert or visit ibm.com/services/networking-support

1 Source: IBM Internal Data.

2 The Total Economic Impact™ Of IBM Hybrid IT Support, a commissioned study conducted by Forrester Consulting on behalf of IBM, January 2023. Result is for a composite organization based on interviewed customers.