

IBM Support Services for Multivendor Servers, Storage, Network & Security

Simplify IT maintenance to optimize availability,
decrease complexity and reduce cost



Highlights

Optimize your IT infrastructure using analytics and predictive maintenance

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

Help manage a clear IT support accountability across platforms and vendors

Improve service availability with global expertise

Today's always-on world requires your hybrid IT infrastructure to be continuously optimized for performance and availability

To support diversified business demands, your enterprise may use servers, storage, network, and security devices from multiple original equipment manufacturers (OEMs). With the explosion of vendors, you might lack the expertise and skills to support the increased complexity of your hybrid IT environment. When a problem occurs, coordinating multiple OEM support contracts and isolating the problem source can become extremely complex. You may also be challenged to maintain existing systems while investing in digital transformation projects. To simplify support and reduce cost, you need a unified maintenance solution.

IBM provides third-party support for diverse OEM providers to accommodate your server, storage, network, and security maintenance needs with a consolidated support strategy reducing the number of vendors in the data center.

Optimize your IT infrastructure using analytics and predictive maintenance

IBM® Support Services for Multivendor Server, Storage, Network and Security offers access to IBM® Support Insights, a cloud-based service that helps 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 support contracts, IBM Support Insights is designed to provide better visibility across your data center, on-premises, and virtual IT infrastructure. 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.



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

IT leaders struggle to manage the complex vendor relationships that today's hybrid cloud environments require while trying to keep costs down. Maintaining disparate service contracts, licenses and SLAs can be time-consuming and costly, and hinder you from focusing on more strategic business goals. IBM offers a single point of contact for your multivendor products, providing remote and onsite support, parts logistics and billing. By consolidating maintenance contracts into one contract with IBM, you reduce time, effort and cost in vendor contract management while receiving higher levels of service.

As a single point of contact, IBM provides a holistic approach to support with the ability to look at your systems and how they interact, helping arrive at a resolution more quickly while alleviating the burden on your in-house staff. The solution also allows for the refresh of existing technology and can be your single source to procure new products along with maintenance support. 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%.¹ These benefits can help clients to leverage budgets and resources for other initiatives with higher value-add.

Help manage a clear IT support accountability across platforms and vendors

Managing the modern data center can be challenging and our expert, vendor-agnostic approach helps you maximize the performance of existing IT systems in your data center. Engaging multiple suppliers to identify the root cause and own problem resolution can take a long time and cause delays in solving issues. But using our single source of support from reporting to resolution, you can eliminate the need to deal with multiple vendors or add in-house support staff while accelerating problem resolution for improved system availability.

IBM provides you with Level 1 and 2 remote technical support and field services in a competitive support model with troubleshooting, remote or local services, parts and logistics based on service level agreements, and we also provide a collaborative support model where IBM has alliance agreements signed with OEMs that we can integrate OEM services plus IBM services on a unique support model providing Level 3 OEM expertise.

Original equipment manufacturers (OEMs) supported

Servers and Storage

- Dell
- Dell EMC
- Fujitsu
- Hitachi
- HPE
- Lenovo
- NetApp
- Oracle
- Sun
- Supermicro

Network and Security

- Check Point Software Technologies
- Cisco Systems
- F5
- Fortinet
- Juniper Networks
- Palo Alto Networks

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

IBM also offers a solution for selected products from Dell, EMC, Fujitsu, HPE and Lenovo called IBM® MVS Enterprise Care which integrates and prepackages support services that are pre-priced into a tiered support model: Basic, Advanced, or Premium, with additional add-ons like battery support, media retention and support line, helping organizations to choose right level of support services for their needs. With IBM MVS Enterprise Care Premium you gain access to IBM® Support Insights Pro and dedicated support from an IBM Technical Account Manager (TAM) who is a subject matter expert with deep technical expertise, providing a personalized approach and will be your single point of contact for any support issue, bundled with proactive services, priority handling and enhanced response times.

Improve service availability with global expertise

With a worldwide network of certified OEM product support specialists, IBM can provide around-the-clock capabilities to enable your business operations continue to run efficiently. Global and local service delivery is available in more than 130 countries with more than 300 forward stocking locations (FSL) around the globe. IBM offers a demonstrated history of maintenance, service delivery, support, and reliability. Our global support model helps enable service availability, increased business efficiency and reduced internal training costs, providing a competitive advantage for multinational or global expansion.

Conclusion

Managing and protecting your infrastructure investment and consistently maintaining high availability for mission-critical workloads can be challenging. IBM TLS can help you plan and deploy the building blocks of a next-generation hybrid cloud IT architecture to enable any possibility.

Why IBM Technology Lifecycle Services?

IBM Technology Lifecycle Services professionals have decades of expertise in the technology industry. IBM's worldwide reach allows us to deliver a holistic set of hardware and software support services that help identify dependencies across your IT portfolio. Our experts provide multivendor maintenance and support for over 22,000 IBM and other original equipment manufacturer hardware and software products. You can count on IBM Technology Lifecycle Services to keep your mission-critical systems running smoothly 24x7.

For more information

To learn more about IBM® Support Services for Multivendor Servers, Storage, Network and Security, please contact your IBM representative or IBM Business Partner®, reach out directly to an [IBM TLS expert](#) or visit www.ibm.com/services/technology-lifecycle-services

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¹ [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

