



***CHOOSE FROM OUR PALETTE
OF TECHNOLOGY SERVICES.***

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No matter what services you need for your business, IBM Global Technology Services has it for you. Be it helping you run your business in a more focussed, flexible and security-rich manner or enabling your IT infrastructure, we have an extensive portfolio of services to help you work more efficiently, more productively and more cost-effectively.

EXPLORE THE SERVICES PORTFOLIO THAT'S JUST RIGHT FOR YOUR BUSINESS.

Join the thousands of companies who have already discovered how IBM Global Technology Services can put you on the fast track to becoming an On Demand Business. Browse the following services, or ask your IBM representative. IBM Business Partner for more information, today.



MAINTENANCE SERVICES

Consolidate your maintenance contracts with a single, multi-vendor provider: IBM.

Our comprehensive hardware maintenance and warranty services are designed to protect your multi-vendor environment during both, in-warranty and post-warranty periods. Whether you want to upgrade your service for in-warranty machines or extend your post-warranty maintenance coverage, we offer experienced technicians, an extensive parts network and flexible service level options designed to meet your specific business needs.

- Offers a variety of hardware warranty and maintenance service level and coverage options for both parts and labor, from 24x7 same-day service, to 9x5 next-business-day service, to depot repair service
- Covers products from IBM and more than 25 leading manufacturers, including Cisco Systems, Dell, Compaq, Sun, and Hewlett-Packard
- Helps simplify management of maintenance contracts with single-contract coverage and single-call accountability for your multi-vendor environment



INFRASTRUCTURE AND SYSTEMS MANAGEMENT SERVICES

Capitalise on future business opportunities; better manage your IT infrastructure and systems.

IBM's comprehensive set of services can help you optimise your IT investments, improve performance, achieve availability objectives and avoid costly problems. We have the expertise, proven methodologies and tools to help you manage your IT investments, improve operations & performance and deliver business results. And we tailor these services to help meet your needs and budget requirements.

- Helps optimise the management of your IT infrastructure and systems
- Helps align your IT infrastructure and systems management strategy with business goals
- Helps improve infrastructure reliability, availability and security through scalable, integrated solutions that are sized right for organisations like yours
- Helps address your service and asset management problems with best practices aligned offerings.



PACKAGE IMPLEMENTATION FOR SAP, ORACLE, PEOPLESOFT APPLICATIONS

Level the competitive playing field by adopting leading ISV business applications.

We can help you build a stable application environment and implement processes with defined service levels, enabling you to better predict – and potentially reduce – the costs associated with your packaged applications.

- Leverages IBM industry and process expertise along with world-class implementation methods, tools and accelerators
- Helps speed time to value and return on investment (ROI) with rapid implementation
- Tailors the scope of the project to your needs and budget
- Helps ensure availability and integration of data across your organisation



DESKTOP MANAGEMENT SERVICES

Protect and grow your return on investment through consistent support, management and safeguarding of your end-user environment.

IBM Desktop Management Services are provided on a per-seat, per-month basis, allowing you to provide desktop as well as notebook hardware and software for end users without a large upfront investment. Modular services allow you to select and pay for exactly the support you need, from asset management and help desk support to virus scanning and desktop data backup.

- Delivers a security-rich, reliable desktop infrastructure that can adapt quickly to changing business requirements
- Helps reduce the total cost of management of your desktop environment
- Helps increase end-user productivity
- Helps speed implementation of technology rollouts and software refreshes
- Helps reduce wear and tear on your IT staff by giving end users ready access to IBM help desk support
- Eases budget management with our all-inclusive price-per-seat approach



MANAGED HOSTING

Get enterprise-class dedicated hosting at mid-sized prices.

IBM Managed Hosting solutions are designed to provide your business with enterprise-class performance and service benefits while lowering cost and risk. You can choose from a range of flexible, scalable packaged solutions – from a single hosted server to a complex environment with dozens of servers – that speed and simplify deployment.

- Offers the flexibility to choose server ownership, operating system, server configuration and managed services
- Helps boost performance and protect data by providing access to high-powered services, without high prices
- Helps speed time to market with time-tested implementation processes that accelerate deployment
- Helps reduce the risks and rising costs of managing an in-house infrastructure
- Offers round-the-clock monitoring and reporting with online access and onsite support

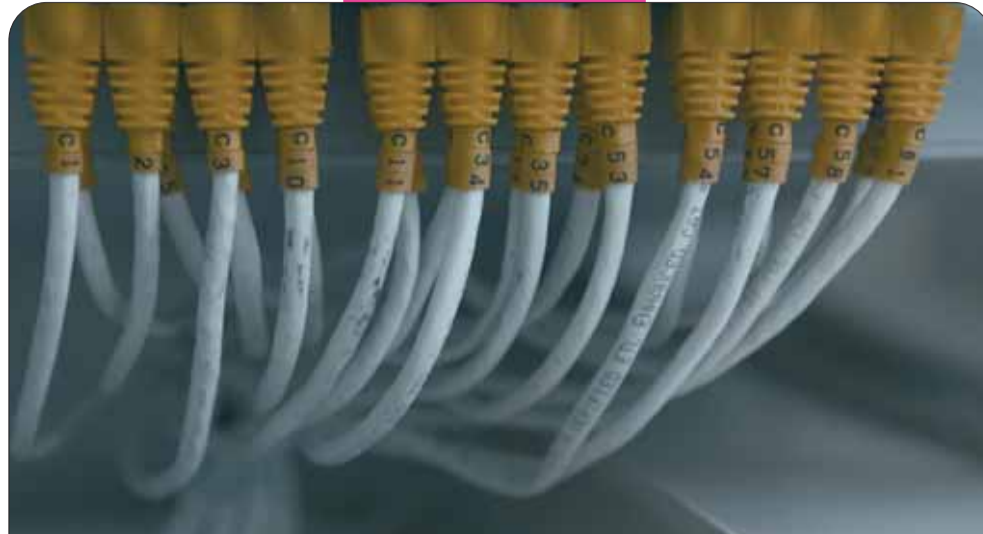


APPLICATION HOSTING

Get a world-class infrastructure without the upfront investment or the management headaches.

With IBM Application Hosting, you can leverage leading applications which include comprehensive infrastructure and application management services such as installation support, batch job scheduling and capacity planning, as well as monitoring, management and reporting for middleware, database and application layers.

- Helps improve speed to market by leveraging IBM's expertise in designing, building and running environments tuned for SAP, Oracle, PeopleSoft, Siebel and other leading ISV packages
- Helps reduce upfront costs by delivering infrastructure and management as a service, providing an alternative to investing in assets and hiring new personnel
- Helps mitigate risk in an environment of rapidly changing technology and security issues
- Helps lower costs per transaction through IBM's economies of scale in infrastructure, people and tools



STRUCTURED CABLING SYSTEM

Implement and manage complex, large infrastructure

Structured Cabling System (SCS) is the longest life cycle component of the entire network, outlived only by the building shell. A standards-compliant cabling system can "future-proof" your network and guarantee future application support, ensuring that your investment will continue to serve you for the full extent of its life cycle. IBM has extensive experience in consulting, implementing and maintaining world class networks.

Key Differentiators:

- End-to-end project management capabilities
- No outsourcing of key activities such as terminations, testing, labelling, scanning and documentation
- Vendor-independent design
- Largest pool of principle-certified consultants and installers
- Certified project management professionals
- Independent quality assurance team



ITIL AND DESIGN OF IT SHARED SERVICES CENTRE

Implementing IT Process 'best practices' with ITIL.

IBM Global Technology Services applies a unique combination of skills, assets and methods to help ensure we successfully apply our award-winning capabilities in implementing ITIL best practices in your service management programmes. IBM has captured the best practices and intellectual capital drawn from client engagements worldwide and our own experience in running global information technology (IT) operations. Our ITIL consulting services encompass the entire systems management lifecycle – from education to assessment, strategy and design, to implementation and operations. IBM can:

- Educate your staff and manage the certification in ITIL skills
- Help you understand the IT service needs of your customers, and develop as well as manage your service portfolio
- Determine the key capabilities you require to deliver those services and develop appropriate strategies for developing or sourcing those capabilities
- Design and implement the ITIL processes, being certain to include all elements that must be incorporated to support a successful solution (measurements, organisational change, roles, reporting requirements and other governing aspects)



IT OPTIMISATION & IT SHARED SERVICES – GENERATING NEW LEVELS OF VALUE FROM IT.

The philosophy behind an IT Shared Services data centre is to leverage the technology competencies of one organisational unit to deliver services across the enterprise. Developing a plan for an IT shared services centre, and implementing the plan, is an extremely complex activity. Establishing an IT shared services centre is not simply a matter of physically consolidating facilities and logically consolidating the workload. It forces significant changes in the customer-provider culture, IT management and delivery processes, and the mechanics of inter-departmental accounting. Such changes require careful initial planning, followed by coordinated execution and control. However, the benefits of a well implemented IT shared services centre include:

- A typical reduction in total IT expenditure of 20-40%
- Improved service levels through the provision of services from a merged group that has a better critical mass
- Improved infrastructure availability and IT continuity through the implementation of a more resilient infrastructure



NETWORK CONSULTING, OPERATIONS AND MANAGEMENT SERVICES

Use proven, security-rich tools to manage your network.

IBM offers a security-rich, scalable and flexibly priced solution designed for managing your network infrastructure and preventing catastrophic outages that can result in lost revenue and dissatisfied customers. As you look to new technologies such as firewalls, virtual private networking (VPN), IP telephony and more, IBM can help deliver on demand network management services in a scalable manner, with flexible pricing options, as well as fully customised solutions tailored to your specific needs.

- Helps improve network performance and availability via proactive monitoring and management
- Helps reduce the total cost of ownership by responding to dynamic business needs
- Uses proven, security-rich tools and methodologies to manage network resources
- Offers flexible, open solutions for a potentially quick return on your network investment
- Helps you differentiate among the vast array of technologies available, and can help you select devices and implement solutions that are designed to meet specific, quantifiable and measurable business requirements
- Helps speed implementation of new networking technologies that deliver cost and competitive advantages



INFRASTRUCTURE RECOVERY SERVICES

Become disaster-ready and keep your business running in an emergency.

IBM Infrastructure Recovery Services is designed to protect your business from an unexpected event that could interrupt your data-processing capability, quickly and effectively. It helps you start your business continuity programme faster, easily and less expensively than ever before. The service includes the two essential components of business continuity: a recovery plan and the resources to run critical applications in an outage emergency.

- Starts with an IT Recovery Planning Workshop, a dynamic, hands-on two-day lecture/lab workshop using IBM materials and assistance to help you save time and money in developing your recovery plan
- Provides a pre-configured IBM iSeries, pSeries, AS/400® or RS/6000® system shipped to your designated location for your temporary use during an outage emergency
- Lets you declare an emergency at any time – 24/7, including holidays – by calling our toll-free declaration hotline



RFID (RADIO FREQUENCY IDENTIFICATION)

Gain a competitive advantage with RFID technology.

RFID helps enable real collaboration across intelligent supply chains. Whether you are faced with a compliance challenge or want to gain a competitive advantage with an RFID strategy, IBM can help you define, deploy and manage a solution that is designed to meet your business and industry requirements.

- Improves internal operations through reduced freight costs and reduced inventory levels
- Potentially increases customer satisfaction
- Helps you realise a higher return on assets through increased productivity, reduced working capital and optimal capacity utilisation and sourcing



TECHNICAL SUPPORT SERVICES

Design your own services plan for keeping your systems up and running.

Whether you need extra hands to handle one-time projects such as installations or migrations or you need day-to-day operational support to keep things humming along, IBM and IBM Business Partners are ready to help you make the most of your server environment. What's more, we'll help you choose from our most popular technical support services – many of them pre-configured to be easy to buy, and pre-priced affordable – to come up with a services plan that's just right for your business.

- Provides precisely the level of support your IT staff needs to keep things running smoothly; our broad range of affordably priced operational services offers extreme flexibility – you can choose telephone or electronic support for IBM and non-IBM hardware and software, and purchase plans by the user or by the platform
- Jump-starts new hardware and software by having our people help you design, install and configure new server hardware and software
- Helps identify and protect against data migration problems that can create costly downtime and information loss
- Helps make moving IT environments a snap with our proven processes and experienced teams of IT specialists and relocation vendors
- Helps protect your systems from power failures and damage with uninterruptible power supply (UPS) and surge-protection solutions



REMOTE INFRASTRUCTURE MANAGEMENT

Enables you to focus on your core business.

IT Infrastructure downtime can have a devastating impact on your business, often resulting in lost revenue, dissatisfied customers and damaged credibility in the marketplace. NetSol's remote monitoring capability has the skill and expertise to make certain that your IT assets are up and running continuously thus ensuring business continuity. Remote Infrastructure Management (RIM) services offers all the benefits of managed services, coupled with benefits of further reduction in cost of IT Infrastructure support, faster issue resolution time and access to top-notch talent on round-the-clock basis.

Constant migration toward complex and newer technologies makes IT management even more complex. There is also a growing desire to have a single partner with multi-vendor expertise and multi-services capability. IBM offers remote services from NetSol's state-of-the-art Global Management Centre (GMC) at Bangalore. The service is designed to provide customers with immediate alerts on impending issues on their IT infrastructure and provide quick resolution.

Benefits of GMC:

IT Infrastructure Library (ITIL) based services delivery

- GMC's BS 7799 certification coupled with state of the art facilities ensure high security and resilience in all its operations
- Readily available and high-skilled multi-domain technical staff
- Reduced Total Cost of Ownership (TCO)
- Improving time-to-market, faster revenue realisation
- Round-the-clock customer support



OUTPUT MANAGEMENT SERVICES

Reduce the costs of maintaining and supporting output devices.

More often than not, organisations end up spending 1-3% of their total revenue on printing and other output processes. Output Management Services help you reduce this cost by efficiently managing output devices – typically including printers, copiers, fax machines, scanners and supplies. The services are divided into Core Output Management Services and Optional Management Services.

Core Output Management Services

- Assessments
 - Pre-proposal
 - Post-proposal/Due Diligence
- Implementation/Transition
 - Ordering
 - Staging
 - Installation
 - Disposal and Brokering
 - Training
- Managed Services
 - Asset Mgmt, Utilisation/Tracking
 - Supplies/Consumables Management
 - Emergency Toner Shippng
 - Maintenance
 - Reporting
 - Monitoring Servers

Optional Management Services

- Print Queue Support
- Remote Error Monitoring
- Driver/Firmware Tracking and Management
- Key Operators/Onsite Support
- Print Driver Management
- Workflow, Document/Content Management
- Digitisation
- Helpdesk