



Global resources for a local world

*IBM Global Technology Services – Maintenance and Technical Support Services:
everything you need in one place.*

ibm.com/uk/services

ON DEMAND BUSINESS

Choosing a safe pair of hands for technical support

For many organisations, IT plays a critical role in supporting normal business operations. Finance, human resources, sales, manufacturing, workflow, communications, collaboration and much more depend on stable, efficient and resilient IT systems.

Deploying, managing and maintaining diverse estates of IT systems at peak efficiency is an essential task, yet there is constant downward pressure on costs, resources and personnel.

IBM Global Technology Services - Maintenance and Technical Support Services understands the business pain points of providing support, and has the technical expertise, people and global resources to meet the needs of every business type. The service is designed to deliver a comprehensive solution at highly cost-effective price points, leaving your enterprise free to pursue its business goals.

Insurance or preventative care?

Support services are often viewed as technical insurance, providing fall-back recovery resources when systems fail, networks crash, data corruption strikes and performance declines.

How well - if at all - will your business perform if your network fails? While it makes absolute sense to buy the insurance and services to allow rapid recovery from failure or disaster, how much more value can you create by taking preventative action? What is the business risk of relying on systems that are not regularly checked and maintained?

Technical support from IBM comes in a wide variety of packages, from bullet-proof gold-standard services for mission-critical operations, to preventative monitoring for peripheral systems.

IBM Global Technology Services will help you assess the right level of support for each of your systems, creating the business case and identifying the areas that most need work, and then assist with finding the most cost-effective balance of risk and budget.



The exclusive advantage

Prevention better than cure

The costs of IT failure can be exceptionally high, and while many third-party maintenance companies offer high-speed recovery, the ultimate savings come from preventative maintenance.

IBM Global Technology Services offers advanced remote monitoring, predictive failure analysis and remote fix services that help to eliminate unplanned downtime. For thousands of customers, potential problems are identified, isolated and resolved in advance – often with no manual intervention and no interruption.

The vast technical and intellectual resources of the IBM Corporation are available to all customers, helping to ensure that prevention really is better than the cure.

Only noticed when you need it

Whether your company employs in-house technical support personnel or has an external service contract, technical support sits unnoticed in the background until something goes wrong. This invisibility can lull you into a false sense of security.

Now is the time to review your technical support arrangements. Now is the time to run what-if scenarios, business case analyses and cost-benefit comparisons.

From its vast experience of every business type, all over the world, from the giants of commerce to dynamic start-ups, IBM Global Technology Services can craft a support solution that gets noticed for the right reasons: cost-efficiency, total reliability and diminished risk.

Solved before you know it

IBM Global Technology Services has a positive programme to introduce more automation and more remote diagnostics for maintenance. The reduced costs derived from the elimination of physical attendance can be directly reflected in lower maintenance prices, as well as faster resolution times and increased system uptime.

The combination of predictive failure analysis and remote automatic monitoring helps to predict and identify maintenance issues without the need for an engineering visit. In more than 40 per cent of cases, the issue can be resolved remotely – first time in 90 per cent of cases. Where a physical visit is required – for example to replace a drive or network card – the engineer already has the diagnosis and correct replacement parts.

By focusing on automated and remote technical support, IBM Global Technology Services is able to provide superior service level offerings at price points to suit every business.

Choosing IBM as your technical support partner

Possibly the worst-case scenario for technical support is to find that you have been paying for services which do not exist: the lack of trained engineers, the limited expertise and slow resolution times will become horribly apparent exactly when you need them the most.

By engaging IBM Global Technology Services, you gain access to an organisation with global reach, local experience, enormous financial backing and deep technical know-how, able to resolve your issues, according to agreed service levels at set budget points.

The hardware, software and network support services are available in a range of standard and bespoke packages to suit businesses of every size and type. Whatever the needs of your business and whatever the constraints of your budget, IBM Global Technology Services can deliver effective support from a single source.

Working with IBM Business Partners

Many of the IBM Global Technology Services offerings are available through IBM Business Partners. In many cases, an IBM Business Partner will be the first and best point of contact for discussing technical support issues, offering deep knowledge of the IBM organisation and the current product sets on offer.

IBM support offers a consistent level of service and technical excellence, and where the support package is either sold by or delivered through an IBM Business Partner, the commitment to always-on, reliable robust systems at cost-effective price points remains central to IBM Global Technology Services.

Integrated benefits from IBM technology

As part of the larger IBM Corporation, IBM Global Technology Services offers particular advantages for customers who invest in IBM technologies.

Many of the remote management tools used are designed to operate specifically with IBM hardware and software products, which may also feature advanced self-management, self-healing and monitoring functionality designed to lower the total costs of ownership.

IBM is active in almost every area of enterprise technology, with an unparalleled product range that covers server hardware and storage sub-systems, operating systems, databases, middleware, application and Web servers, integration software and communication suites. IBM Global Technology Services is able to take advantage of this strength-in-depth, drawing on expert resources to provide support services that exploit this technological leadership. The net results for customers are lower costs and higher uptime.



In-house psychology versus outside expertise

In-house technical teams are often intensely busy, with competing business demands jostling for attention. Relentless pressure to complete new projects on time may relegate support services to the mental back-burner, raising the possibility of future system failures.

In addition, in-house departments are likely to be staffed only for business-as-usual rather than at a level able to cope with a large systems failure, and the skill sets are necessarily limited by the individuals in the team. The apparent savings accrued by using in-house technical support are rarely, if ever, justified if the worst happens.

By using IBM Global Technology Services you gain access to the tens of thousands of IT experts in IBM – a pool of skilled resources that is unmatched in any other organisation.

Setting support service level agreements with a hard-pressed internal team can seem overly aggressive, and it can be very hard to enforce standards. By engaging with IBM Global Technology Services, you confirm precise service level you want for your business in terms of response times, system uptime, availability and much more, leaving your in-house team to concentrate on the value-added projects that will drive the business forwards.

Tailored, flexible solutions

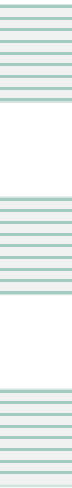
Not only do all businesses have the same central issue – driving the best value from IT systems – but also each business is different. IBM Global Technology Services offers tailored services for specific industry sectors, such as those affected by Compliance and Regulatory issues, where there are heavy penalties for system failures.

All of these tailored offerings are based on the core proposition of reducing operational IT costs and increasing system uptime and availability.

IBM Global Technology Services draws on decades of business experience and industry knowledge built up by IBM, enabling the creation of support solutions that match precise business requirements.

There are whole product offerings designed to suit the needs of specific industries, and these include financial services and related sectors, local authority and public – sector organisations, and large-scale commercial and online retail operations.

By choosing IBM Global Technology Services – you not only gain access to an unrivalled pool of technical skills but also benefit from IBM's comprehensive knowledge of business processes, performance and success.



Capitalise on strength

In some fast-moving industry sectors, the buzzword may be that small is beautiful. Small and midsize businesses are gaining market share from established players, who could struggle to innovate and move fast enough to capitalise on new opportunities.

For IT support, the picture is rather different. While your business may thrive on speed of change and innovation, effective support depends on values such as stability, security and reliability. Can you afford to entrust the maintenance of your systems to a supplier that lacks the financial and organisational clout to help in the worst-case scenario?

In the most severe cases, where a critical system fails and recovery depends on locating specific replacement parts, IBM Global Technology Services can find, despatch and install any relevant component, new, from stock and of course, covered by full manufacturers warranty. From microcode updates, to software patches and hardware exchange, IBM Global Technology Services has unrivalled strength in depth.

For daily support issues, IBM Global Technology Services offers highly responsive local teams that provide the speed and creativity your business needs. By choosing IBM Global Technology Services enterprises can benefit from the underlying stability, global reach and skills of IBM, the world's largest information technology company. When it comes to supporting crucial business systems, can you afford to gamble on anything less than the biggest and best?

Supporting every part of the IT estate

From switch, SAN and storage to operating system, and ePOS, IBM Global Technology Services offers a single solution source.

Rather than find yourself caught between multiple vendors, the complete service coverage gives one path to successful resolution, and acts as a single point of contact willing to take on responsibility for maintaining systems in a cost-effective manner, resolving support issues minimising business interruption.

From very large, complex, multi-vendor systems through to integrated solutions from a single supplier, IBM Global Technology Services will maximise system performance and availability, and help minimise total costs of operation.

- **Hardware maintenance**

To extract the best value from the original investment, computing systems need care and attention. The life and utility of hardware, software and networks can be extended significantly with appropriate ongoing maintenance, and the same programme can be used to help design upgrades, replacements and enhancements in a planned, economical fashion.

IBM Global Technology Services has unrivalled maintenance experience, from simple business systems to geographically dispersed global networks. Deploying advanced software and automation tools that improve operational effectiveness, there is a maintenance offering to match the precise needs of your business.

- **Software maintenance**

The primary aim is to ensure the highest possible availability of business-critical systems, at economically viable prices. With access to an enormous pool of talent and experience, IBM Global Technology Services – can make a positive contribution to business success.

IBM Global Technology Services offers integrated software service and support packages, and the latest patches and upgrades for selected IBM products, designed to deliver very high availability for your business. The offering includes direct access to IBM technical specialists, experts in a variety of operating systems from Linux to z/OS, that can help resolve even the thorniest of technical issues.

- **Software support services**

Whether your systems support just a handful of demanding internal users or a whole global network of customers, partners and suppliers, keeping software in full working order is a prime concern. By selecting IBM Global Technology Services you can gain access to highly skilled IBM technicians, 24 hours a day, every day of the year.

Drawing on decades of experience in coding, implementing and maintaining enterprise software solutions, IBM can offer the broadest range of advice and guidance available in the industry to help you maintain diverse, multi-vendor software environments with up-to-the-minute detailed knowledge on major operating systems, middleware suites and business applications.

For IBM software products, the advantage is even clearer: IBM Global Technology Services benefits from close links to product development teams, enabling proactive identification of issues and rapid resolution.



The challenge of meeting ever more ambitious business requirements is complicated by the heterogeneous nature of most enterprises' infrastructures. New systems running on different platforms may frequently be added to meet emerging business challenges, increasing the number of skill-sets required and creating more potential points of failure. Businesses that choose to work with IBM Global Technology Services can gain access to outstanding cross-platform expertise, enabling them to take full control of their diverse infrastructure.

IBM Global Technology Services has rigorous, clearly-defined procedures for tracking issues from emergence through to resolution, reducing the administrative workload for customers and providing a clear audit trail and measurable service levels.

With IBM Global Technology Services, 24-hour support availability is nothing out of the ordinary. The number of skilled technicians employed by IBM globally makes it possible to absorb peaks and troughs in demand without impacting on service levels. When the need for 24-hour support rears its head, can a smaller vendor guarantee that its resources will be available?

With a focus on service innovation and improvement, plus access to the best technical skills in the industry, IBM Global Technology Services is ideally positioned to help your enterprise maintain the highest levels of availability for key software implementations.



The best way to work with IBM – your way

Select an IBM ServicePac to suit you

The IBM ServicePac portfolio offers pre-packaged support services that can be purchased exclusively through IBM Business Partners.

IBM ServicePacs provide a fixed-term, predefined scope of work at fixed, highly competitive prices. There are tailored solutions suitable for enterprises of all sizes, from fast-growth businesses to the largest corporates.

The IBM ServicePac offering includes IBM warranty and maintenance upgrades, extensions and post-warranty support, installation services and Software. IBM ServicePac options are available for IBM laptops and desktops, IBM System x, IBM System i, IBM System p as well as IBM System Storage, retail products and printers.

IBM ServicePac benefits include:

- *Fast access to world-class service, support and expertise*
- *Industry-leading response times for rapid problem resolution*
- *Easy to purchase all-in-one solutions with a simple service registration process*
- *Fixed statement of work at fixed prices through a self-contained contract.*

The best time to buy an IBM ServicePac is with the original hardware order, to extend and enhance the warranty, and post-warranty coverage may be included at the same time – all at the price prevailing at the time of purchase. Selecting an IBM ServicePac with the hardware ensures continuous coverage from IBM support, at cost-effective rates, with no administration during later years of operation.

Turn-up-and-test versus remote monitoring and repair

With traditional turn-up-and-test support services, there is 'dead time' between the first engineering visit and the return visit with the solution. The initial call to report a problem is followed by a visit some hours later, during which time the engineer discovers and assesses the fault. A second visit may be required for a physical component replacement.

With IBM Global Technology Services monitoring and reporting is automated and remote as often as possible. Your own systems report the faults, and the resolution process starts immediately. IBM remote analysis creates fault notification and error reports, with diagnostics and resolution actions – all during the 'dead time' of a turn-up-and-test service.

In many cases, the fault can be remedied remotely, with no need for an engineering visit: a faster, better service that keep your systems in action more reliably.

Where a site visit is required, in around 85 per cent of cases the issue is resolved on the spot. In most cases, the engineer arrives with the diagnosis and resolution, and the physical visit is purely to carry out the component replacements or system changes already determined.

IBM Global Technology Services focuses on providing greater uptime through proactive, preventative action, resulting in lower operational costs and raised business efficiency.

Typical IBM ServicePac options are:

- Seven-day, 24-hour service providing four-hour response, including public and national holidays
- Five-day, business-hours support with four-hour response (excluding public and national holidays), onsite response within four-hours of remote problem determination
- IBM local office hours only, onsite next business day (excluding public and national holidays), with onsite response the next business day after problem determination.

Each IBM ServicePac can be combined with suitable levels of component repair and replacement, from urgent services through to courier transit to IBM off-site locations. IBM ServicePacs for Software Services are also available for Windows and VMware Software Support offerings.

Choose the combination of offerings to meet your needs

IBM Global Technology Services – offers a wide range of software support, from fundamental operating system questions to advanced availability solutions. The standard offerings are designed to provide easy selections to suit the most frequent support requirements, providing cost-effective answers for every business type.

Microsoft Support Line

- Provides around-the-clock remote support to customers on a Microsoft/Intel platform, for usage and operational questions and queries including 'how to' questions on Microsoft Windows operating systems and back office products

Start-up support

- 180 days start-up support for IBM System x models, providing remote telephone support on newly purchased hardware, including (but not limited to) assistance with set up of the system hardware and pre-loaded software, installation/ set up and configuration of device drivers

IBM Facts and figures

- **IBM supports more than 10,000 customers in the UK alone for both IBM and other vendors' products**
- **More than 40 per cent of all call issues are fixed remotely, 90 per cent of which are fixed first time**
- **Over 1,000 support staff provide a 24-hour, 365-day service from 15 locations, which hold 92,000 part numbers in stock**
- **IBM Global Technology Services handles more than 500,000 calls yearly, with average caller wait times of under 5 seconds**

By selecting IBM Global Technology Services your organisation gains access to a team with deep resources, able to take the strain of even the most challenging technical issues.

- **IBM is the world's largest information technology company. Measured by revenue, IBM is the biggest provider of IT services (\$46B), hardware (\$31B) and financing (\$2.6B), and second in software (\$15B).**
- **IBM has approximately 329,000 employees in 75 countries, serving clients in 174, and speaking more than 165 languages**
- **IBM has one of the most highly educated workforces in the world – more than 200,000 college graduates, nearly 54,000 with post-graduate degrees**
- **IBM has the world's largest IT research organization, with more than 3,000 scientists and engineers working at eight labs in six countries**
- **With 3,248, IBM earned more U.S. patents than any other company for the twelfth consecutive year in 2004. Over the past four years IBM inventors received more than 13,000 patents – approximately 5,400 more than any other patent recipient.**

(Source: **ibm.com**; figures accurate as of May 2005).

Choose the service to suit you

Match business needs precisely

Not every business runs breathless 24-hour, seven-day, all-year Web-interactive-mission-critical systems. You may run exclusively nine-to-five operations with a single database and a relaxed weekend backup and archive schedule.

IBM Global Technology Services understands that operational value informs the choice of support package. Standard packages include response times, systems covered and service levels appropriate to typical business sizes and types, which can then be tailored, reduced or expanded to fit your particular requirements.

Experience gained from thousands of customers in every industry sector, worldwide, ensures that IBM Global Technology Services can assist with designing sensible support policies, building the business case, and deploying a service that is right for your needs.

VMWare support

- *This service provides one year's around-the-clock remote software SupportLine service for VMWare with voice and electronic (where available) assistance for product-specific, task-oriented questions regarding the VMWare software installation*

IBM ThinkVantage technology support

- *This service is designed for experienced customer IT staff, offering remote telephone support by IBM for a period of 90 days after IBM ServicePac registration, on a predefined list of ThinkVantage tools installed on IBM systems, includes support for installation and deployment; configuration and customisation; usability and performance tuning*

IBM Director support

- *Provides remote telephone based assistance with questions relating to the installation/setup and configuration of the IBM Director software and Server Plus Pack products, with unlimited calls for one year.*

For all these options, IBM Global Technology Services offers a streamlined registration process called IBM e-IBM ServicePac, which takes just minutes for even large inventories, without paperwork. Just-in-time ordering means the IBM ServicePac can even be available the same day that the order is placed.

Warranty and Maintenance

When you invest in an IBM system, you need to check that the base level of warranty, often with next day response, is the service level that you require. Many customers prefer to reduce the response time and increase the service levels by investing in a Warranty Service Upgrade. At the same time it is important to consider the post-warranty period and take out a Warranty Service Extension in the form of an IBM Maintenance Agreement to deliver the service level you require for your installation for three, four or five years. The ideal time to do this is when you first install your system, and not to leave it until the warranty expires.

Software Maintenance

By investing in IBM Software Maintenance, you get fast, accurate problem resolution, keeping downtime to a minimum and IT staff productive. IBM Software Maintenance, delivers operating system upgrades and access to IBM Remote Technical Software support for IBM Series i, IBM Series p and IBM Series x. Only IBM can provide this service, which should be a key part of your support strategy, especially for mission critical systems.

Easy to do business with IBM

IBM Global Technology Services is committed to making the business relationship as easy as the services themselves, by providing ServiceSuite single contracts that include all the services and terms in a single agreement.

ServiceSuite is a single contract providing key services to meet the support needs of small and medium-sized (SMB) enterprises and departments within larger organisations. A ServiceSuite contract may be purchased directly from IBM or from your IBM Business Partner.

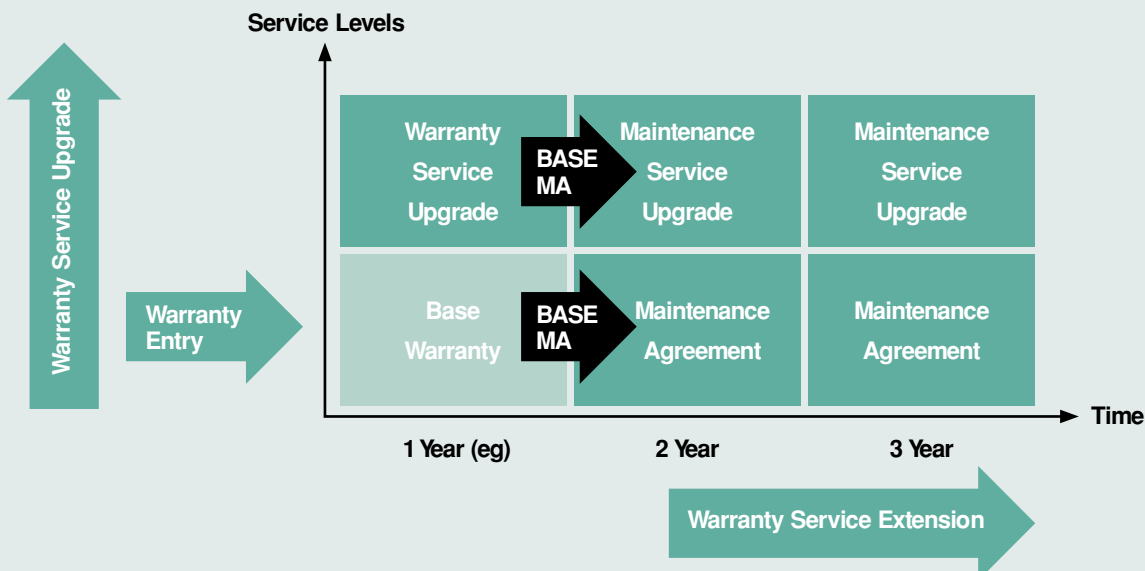
ServiceSuite delivers fundamental support of hardware and software, with the option to add selectable annuity offerings to complement the base services, such as Enhanced Technical Support. The ServiceSuite covers all major IBM server platforms, networking, storage, printing systems and an extensive range of non-IBM products.

ServiceSuite is easy to understand and maintain, presenting a single consolidated invoice detailing the services purchased for accurate procurement department tracking and control.

ServiceSuite Base

- IBM Maintenance Services for hardware covering one or more of the IBM system z, IBM System p, IBM System i and IBM System x platforms. Components of IBM Maintenance Services for hardware include:
 - Machine repair
 - Machine preventative/predictive maintenance
 - Error analysis/remote support facility
 - Problem management
 - Engineering change management
 - Maintenance of approved non-IBM machines
 - System defect voice support.

Complementing the ServiceSuite Base offering, ServiceSuite has a portfolio of service options which can be selected to build a comprehensive support contract, supporting the most complex of customer requirements. Selected options can include SupportLine, Software Maintenance, Enhanced Technical Support and Enhanced Account Advocate.



Support Line

Support Line is a single, integrated, remote support solution designed for complex, distributed environments. Support Line provides remote assistance for product-specific questions regarding product installation and operation.

The Support Line service provides access to one consistent source for all your remote software support needs, as well as prompt answers to operational problems. The innovative architecture behind Support Line offers increased flexibility and precision, and covers selected IBM operating systems and applications, as well as most popular multivendor platforms, including Microsoft Windows, Linux, Storage Area Networks (SAN) and Network Attached Storage (NAS) systems.

Support Line can be extended with programme updates, including new versions and releases for selected applications, Enhanced Technical Support (ETS) and Advanced remote software support capabilities, all designed to answer your increasing need for higher software availability, and cost-effective support.

Extended Technical Support delivers:

- *Assistance in problem isolation at multiple IT environment level*
- *Access to an Account Advocate Team*
- *Enhanced Response Criteria offering 30-minute response time for critical Severity One problems*
- *Critical Situation Management*
- *Onsite software support for Severity One problems*
- *Remote assistance with fix application*
- *Interpretation of the output of preventive maintenance reports.*

Advanced Support

For the ultimate support experience, IBM offers the Advanced Support service, which builds on Enhanced Technical support and allows customers to customise support to meet specific requirements. Advanced Support includes Enhanced Support Advocates, by providing named IBM personnel who will work with you to gain a deep understanding of your precise environment, and offer a proactive support service.

Business packages to suit your organisation

IBM Global Technology Services is committed to offering business services that suit your organisations' needs, including flexible billing period options, price protection, staged payments – or single payments with discount incentives.

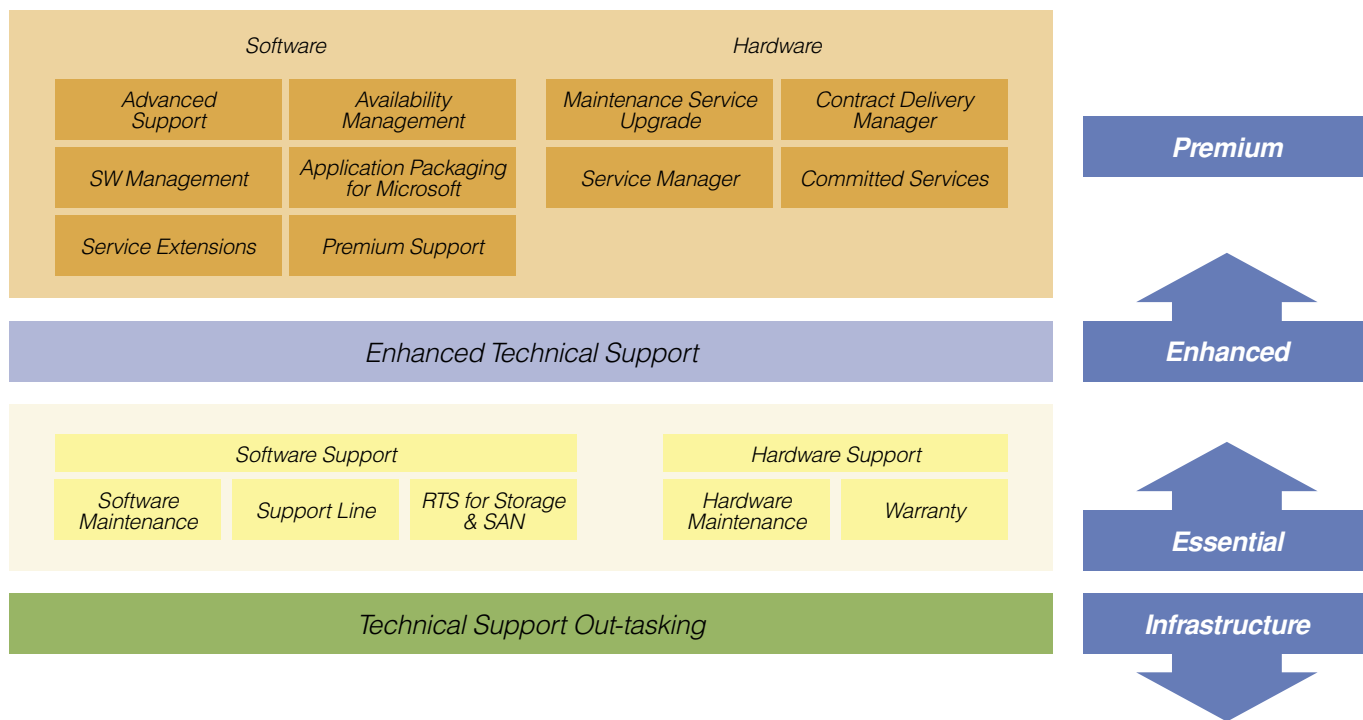
All ServiceSuite contracts are price protected, with scheduled review periods to allow for changed system inventories and maintenance options. ServiceSuite price protection can be extended into future years by advanced payment, with automatic inventory maintenance to allow for system additions and deletions over the period.

The terms of business extend to both IBM and other vendors' systems where applicable, and there are attractive long-term discounts if you commit to up to five years support in a single contract.

Overall summary of benefits:

- *Integrated hardware maintenance and software support services*
- *Simplified contract*
- *Consistent terms and conditions*
- *Consolidated invoice*
- *Single signature page*
- *Competitive prices*
- *Pre-pay and price protection options.*

Global Technology Services, Maintenance and Technical Support Services portfolio



Desktop/Laptop	<ul style="list-style-type: none"> IBM Maintenance Other manufacturers ServicePac for maintenance on IBM Desktop/Laptops
IBM System x	<ul style="list-style-type: none"> Hardware Warranty Uplift and post-warranty maintenance Support Line for Linux Support Line for Windows Remote Technical Support for IBM System i Remote Technical Support for VMWare on IBM System x and Blades SERVICEPAC for IBM IBM System x
IBM System p	<ul style="list-style-type: none"> Hardware Warranty Uplift and post-warranty maintenance Advanced Support for IBM System p Software Maintenance Enhanced Technical Support Service Extensions ServicePac for IBM IBM System p
IBM System i	<ul style="list-style-type: none"> Hardware Warranty Uplift and post-warranty maintenance Advanced Support for IBM System i Software Maintenance Enhanced Technical Support Service Extensions

IBM System z	Hardware Warranty Uplift and post-warranty maintenance Support Line for IBM System z Availability Management Performance Management and Capacity Planning Implementation Management Product Management (SELECT) Platform Management (Customised Platform Service) Service Extensions
Non-IBM servers	Maintenance and Support
Non-IBM storage and SAN	Maintenance and Support
Non-IBM networks	Maintenance and Support
CISCO	Hardware Maintenance Remote technical support
Symbol	Hardware Maintenance Remote technical support
Printing	Hardware Warranty Uplift and post-warranty maintenance Maintenance on non-IBM printers ServicePac for Printers
Storage	Hardware Warranty Uplift and post-warranty maintenance Remote Technical Support for IBM System Storage and SAN ServicePac for IBM System Storage
Networking	Networking Assist Problem Determination/Problem source identification (on-site) Network Advocate (on-site)
ePOS	Hardware Warranty Uplift and post-warranty maintenance Maintenance on non-IBM ePOS
ATM	Maintenance on market leading non-IBM suppliers
Linux	Support Line for LINUX
Microsoft Windows	Support Line for Windows Application Packaging for Windows
RFID	"Slap and ship" IBM Express Managed Service Maintenance on RFID scanners, printers and servers
Technology Transformation Services	Out-tasking technical support on IT and non-IT technical products
HW Relocation Services	From simple to complex international relocations on IBM and non-IBM equipment

Selecting IBM for outstanding technical support

Selecting the best technical support service package to meet your business needs calls for a wise evaluation of price, service, skills and value. In terms of business risk, IBM understands that making a cheap purchase may prove to be the most expensive option.

By engaging IBM Global Technology Services you gain access to the wealth of resources of the IBM Corporation, at cost-effective price points to drive your business into the future.

IBM ServicePacs

- *If you would like to find out more about IBM ServicePac, please contact an IBM Business Partner or visit the IBM UK IBM ServicePac Web site at:*

ibm.com/services/uk/IBMServicePac

Want to know more?

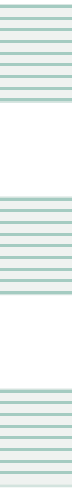
- *Contact your IBM Business Partner, if you have one, and ask them to quote for your needs using IBM Global Technology Services*
- *Contact your IBM Client Manager*
- *Contact IBM Global Technology Services on maintenanceandtechnicalsupport@uk.ibm.com*

If you are an IBM Business Partner

- *Contact your IBM Distributor*
- *Contact your IBM Business Partner Account manager*
- *Go to IBM PartnerWorld at ibm.com/partnerworld or call IBM PartnerWorld Contact Services at emeaPW@uk.ibm.com*
- *Also, don't forget to look at IBM Attach Connector at www.attconn/fishkill.ibm.com/ac/*

The complete works

IBM Global Technology Services covers an enormous range of hardware, software, networks and storage systems from every type of vendor. Take advantage of the sheer breadth of experience that IBM Global Technology Services offers, able to deal with almost any combination of vendor technology, with fast, accurate and reliable resolution of even the thorniest of problems.



Contact IBM Global Technology Service,
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