



IBM Hardware Maintenance Services – maintenance for non-IBM products

Managed maintenance services for non-IBM logo Brocade products

Highlights

- ***Helps improve IT flexibility by providing one source for storage support***
- ***Enhances storage system availability by helping you anticipate and prevent problems***
- ***Helps control hardware maintenance costs by offering subscription-based pricing***

Integrating and centralizing storage hardware maintenance

Let's face it. Maintaining today's complex storage environment is no picnic. Streaming video, product development data, sensitive customer information, digital security data, archival images— all of these take up a lot of real estate in your storage network. Brocade devices have been meeting the storage needs of organizations like yours for many years. Which is why you're likely to have purchased Brocade machines at different times in the growth of your business, and from different vendors.

And that can make your overall environment difficult to support. Do you believe that you need a separate maintenance agreement with each vendor, even though the machines themselves are virtually identical? IBM has a new service designed to help you integrate and centralize your Brocade hardware maintenance. We can do it all for you, with a single point of contact and accountability.

Streamlining hardware maintenance to improve IT flexibility

IBM Hardware Maintenance Services – maintenance for non-IBM products – managed maintenance services for non-IBM logo Brocade products is designed to streamline your hardware maintenance processes. Now, just as you can purchase a maintenance agreement from IBM for the IBM 2109 machine, you can also purchase maintenance agreements for similar devices sold under the logos of different providers.

With a single vendor managing all your Brocade maintenance needs, your administrative burden is lightened, and you're free to reassign critical staff from daily hardware maintenance to activities that drive innovation and revenue.

Supporting higher service levels with greater storage system availability

By providing a consistent level of support across your storage environment, consolidated maintenance services from IBM can help deliver higher service levels. If you were to



experience outages from two different devices that happened to be branded under different logos, you might have had to call two different vendors for support. No longer. Now a single call can address the problem, and your system can come back online sooner. As part of the managed maintenance services arrangement, IBM also provides proactive monitoring across your Brocade devices to help you anticipate and prevent problems before they result in downtime.

Leveraging managed services to help control maintenance costs

Managed maintenance services for non-IBM logo Brocade products helps you keep costs under control. Subscription-based managed services help provide a predictable cost structure for maintaining your storage hardware. A single point of contact and accountability helps reduce the burden on your staff, making your organization more cost-effective. And when problems do occur, a faster response helps avert expensive downtime.

Why IBM?

As a leading reseller of Brocade products, IBM knows the machines you own. Whether your storage devices are branded under the IBM logo or the logos of other Brocade resellers, we have the skills to help keep your overall environment running smoothly. In addition, we have the ability to support McData and Cisco equipment to provide a comprehensive maintenance solution for virtually any mixed storage environment.

For more information

To learn more about IBM Hardware Maintenance Services – maintenance for non-IBM products – managed maintenance services for non-IBM logo Brocade products, contact your IBM representative or IBM Business Partner, or visit:

ibm.com/services/maintenance

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Somers, NY 10589
U.S.A.

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