



IBM Hardware Maintenance Services— maintenance for non-IBM products

Highlights

- ***Provides a single point of ownership for problems***
- ***Delivers skills and experience across a broad range of technologies***
- ***Reduces costs and improves efficiency of managing multiple vendor contracts, contacts and invoices***

Your IT infrastructure is complex—a web of applications running on servers, storage and network devices from a variety of vendors. This complexity can make it difficult to deliver the performance and availability you need to meet demanding service level commitments. When each vendor services just one part of your infrastructure, the chance of meeting your service goals can become almost impossible. And what do you do when you can't isolate a problem to a single vendors' hardware? Maintaining your IT in this environment is hard enough and administering multiple contracts just adds to your pain.

IBM helps you meet these challenges with extensive capabilities that offer:

- *A single-source of maintenance services to simplify and reduce the cost of managing your multivendor infrastructure*
- *Experience across a range of technology platforms to isolate the source of problems quicker—and help you avoid extended outages and downtime*

- *An international network of IBM specialists and select vendors to provide a single point of contact, remote technical hardware support, on-site service and parts*

We can easily consolidate your existing maintenance contracts into a single IBM contract for IBM and non-IBM maintenance services, including support for HP, Sun, Dell, Brocade, EMC, Hitachi, NetApps, Cisco, Juniper, Avaya, Nortel, Nokia, Lenovo, InfoPrint, Lexmark, Wincor Nixdorf, Symbol, ADVA, Checkpoint, Intermec and other vendor platforms.

Providing a single point of ownership for problems

When problems arise and there is no clear single point of failure, your staff can find themselves in the middle of disagreement among vendors who are pointing at each other as the source of the problem. IBM maintenance services offer a single point of contact and ownership for the products included in your

enterprise maintenance agreement. Our specialist will work with the various vendors to isolate and resolve problems, helping to quicken problem resolution and help you meet service level commitments.

Delivering a broad range of skills and experience

Having the ability to understand each unique vendor technology in your infrastructure to effectively communicate with the various specialists and technicians is a challenge. IBM has a breadth and depth of skills unmatched in the market, leading research and development across a broad range of technologies and technology partnerships. We can apply this knowledge to your environment along with years of experience isolating and resolving complex, multivendor infrastructure availability and performance issues.

Offering more efficient contract management

Often a significant time commitment and project management skills are needed just to effectively manage multiple vendor contracts, contacts, and invoices. When we take on the responsibility for your multivendor support, we also relieve your staff from having to negotiate and manage unique and dissimilar vendor agreements. When vendor technicians are required, our

multivendor maintenance service provides support to schedule services and manage the activity through to completion.

Supporting and managing your multivendor maintenance

IBM Hardware Maintenance Services—maintenance for non-IBM products provides you the benefits of one contract, one invoice and one phone number to call for support. Comprehensive IBM and non-IBM product support helps maximize your system and network availability by providing skilled, experienced resources backed up by unequalled, worldwide parts system and knowledge databases. Our services can help simplify contract administration and improve your overall IT responsiveness, accountability and management, freeing your staff to focus on initiatives to drive new business value.

For more information

To learn more about IBM Hardware Maintenance Services—maintenance for non-IBM products, please contact your IBM representative or IBM Business Partner, or visit the following Web site:

ibm.com/services/maintenance



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