Multivendor IT support doesn’t have to be so complicated, time consuming or expensive. Find out how IBM can help you tie it all together into a stronger, more secure solution you can count on.

The downtime buck stops here.

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82% of CEOs surveyed cited high or very-high level of complexity in the next 5 years. 71% of CEOs surveyed cited technology as the number one factor they say is impacting their companies²

1 IBM Institute for Business Value, “CMOs and CIOs: Acquaintances or Allies?,” August 2012
2 IBM Institute for Business Value, The Global CEO Study, 2012. Question: “What are the most important external forces that will impact your organization over the next three-to-five years?”

Keep the integration and untangle the complexity with IBM.

23,000 IT support specialists worldwide who know technology

Global support model with 24x7 dedicated support contact

57 call centers worldwide with regional and localized language support

585 parts centers with IBM and non-IBM parts; world-class logistics for managing, shipping and tracking

1.3M software service requests

5.5M hardware service requests

57

585

1.3M

23,000

Global

Parts

Software

Hardware

Integration

Complexity

Make IT management easier, simpler and more efficient.

Trained technical experts with multiple certifications to address your specific environment. Up to 20% reduction in configuration/implementation hours

Consolidate and simplify with one communication to IBM—your single point of contact for multivendor hardware and software support.

Support for heterogeneous operating systems, virtualization, storage and more

Frazzled by the effort required to manage a multivendor IT environment?

Reported time of 1-2 days per month spent on hardware and software activities:

- Adding capacity: 43%
- Tuning: 43%
- Installing patches: 47%
- Re-testing: 45%-45%

The most integrated and optimized your IT environment is, the higher the cost per minute of downtime or degraded performance.

Technology is getting more complex.

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