



IBM Services



Welcome

Welcome to **IBM Global Technology Services** – and a comprehensive, portfolio of **assessment, outsourcing, infrastructure** and **systems integration services**.

Designed to help you leverage dramatic new improvements in technology, these services present a range of offerings that give you the potential to:

- cut costs
- get more out of your existing IT infrastructure
- drive productivity in IT operations
- assert competitive advantage

Many of these services could also help you defer capital expenditures and ease staffing pressures – another way to achieve immediate cost savings.

Most importantly, they could give you a tangible ROI, without having to wait years for payback. And with IBM Global Financing you could potentially see project returns in even less time.

Read on and see for yourself what IBM Global Technology Services could do for you.

Data Centre Design, Construction & Efficiency Services

The limitations of space, power and energy efficiency present major challenges to IT service delivery. Although high-density computers offer an opportunity to generate more value from each square foot of the data centre, powerful blade and rack mounted servers generate a lot of heat, and can create cooling problems.

To help you explore ways to address these challenges IBM offers a variety of services, such as Data Centre Energy Efficiency Assessments and Modular Data Centre Design & Build.

Data Centre Energy Efficiency Assessments measure the energy usage of your cooling, electrical and building systems, and identify areas for improvement.

Modular Data Centre Design & Build services range from refurbishing your current data centre to designing a new one that benefits from:

- hot and cold aisle technology
- cabling
- raised flooring
- air-conditioning and ambient air-cooling
- uninterruptable power supplies and generators
- fire-rated walls and suppression

Savings Delivered

A Data Centre Energy Efficiency Assessment has the potential to help you **reduce data centre operating costs by up to 40% annually**. In many cases the reduction in energy consumption is realised within weeks of implementation.

The IBM Advantage

- Our modular approach enables flexible expansion of your data centre environment, in line with your budget and business needs.
- We use a set of assets and proprietary tools that provide a view on heat and energy distribution.
- We have one of the best implementation experiences of building energy efficient data centres globally.

Also available from IBM: **Data Centre and Facilities Strategy Services** - helping you to identify your requirements, capabilities and capacities, and to define your best green and high-resiliency options. **IT Facilities Assessment, Design and Construction Services** creating stable, security-rich, future-ready data centres and enterprise command centre facilities; **IT Facilities Consolidation and Relocation Services** - helping you to make optimal investments that deliver availability, scalability, recoverability and agility throughout your data centre transition.



Optimisation & Implementation Services for Servers

New applications and system rollouts have led to an unprecedented proliferation of servers, rapidly followed by an increase in server capital costs, server operations costs and pressure on the data centre.

IBM has the skills and experience to help you simplify and optimise your IT environment, reduce operational management costs and increase adaptability. We aim to help you achieve business growth and change, while increasing your security and resiliency.

IBM Server Consolidation Services and **IBM Server Virtualisation Services** use methodologies and tools such as the server consolidation efficiency study to help you to:

- understand the server inventory, CPU utilisation and power usage
- outline potential savings in space and power
- design an optimised server infrastructure to meet business needs
- implement and configure the infrastructure to achieve speedy ROI

Savings Delivered

Typically, IBM Server Consolidation Services can help you **reduce server operation and capital costs by up to 70% in 8-24 months**.

And IBM Server Virtualisation Services can potentially help **reduce your capital spend and software, enhancing utilisation rates and improving consolidation ratios**. For example, a VMware® server infrastructure can achieve utilisation rates up to 80% and consolidation ratios from 8:1 to 30:1.

The IBM Advantage

IBM performs consolidation and virtualisation across IBM and non-IBM platforms including Intel, Unix, Linux and Mainframe. Our consultants and implementation specialists have a profound knowledge of both IBM and non-IBM server technologies. Their proven methodologies and experience in diverse client environments can help ensure rapid implementation and bridge key skills gaps.

Clients can leverage IBM's technology know-how of working across operating systems, hardware, software and services.

IBM works with Microsoft®, VMware® and other key partners.

Also available from IBM: **Server Product Services** for IBM servers, Linux® and Microsoft® operating systems, and non-IBM server products and **Server Managed Services** for remote management of your server environment.





Optimisation & Implementation Services for Storage & Data

Managing storage seems to get more difficult every day. Digital data needs are exploding – doubling every 18 months according to IDC – and this impacts on bottomlines in the form of increased capital expenditure requirements and ongoing operational costs.

IBM can deliver the skills and experience that help you simplify and optimise your IT environment, reducing operational management costs and increasing adaptability. This can help you facilitate business growth and change while increasing your security and resiliency.

IBM Storage Optimisation and Integration Services

use methodology and tools that help you:

- understand the storage inventory and its utilisation
- set a strategy and roadmap that identifies potential savings
- identify storage capacity that can be reclaimed
- improve storage performance and your ongoing storage management capability

Savings Delivered

IBM Storage Optimisation and Integration Services could **improve storage utilisation and help you reduce storage costs by up to 30% in 3-12 months.**

The IBM Advantage

IBM consultants have in-depth knowledge of both IBM and non-IBM storage environments and experience of working with many clients. The proven methodologies and tools they use include Novus® for optimisation and Softek for data mobility.

Novus-based consulting services offer a rapid path to cross-technology management, process improvement and performance improvement for complex storage clients.

IBM's Data Mobility Solutions integrate products and services that combine Softek technology and IBM's 30 years of experience in data migration, to simplify data movement across heterogeneous environments, centralise management in multi-vendor environments, and achieve greater control with integrated tools and services.

IBM Data Mobility Solutions can potentially **reduce overall migration costs by up to 60%** by lowering lease or maintenance overlaps, outage costs and staff expenses.

Novus® based consulting services offer a rapid path to cross-technology management, process improvement and performance improvement for complex storage clients.



Remote Managed Services

Businesses today increasingly look for ways to monitor, manage and report the IT infrastructure 24/7 – all within tightly constrained IT budgets. Many also find themselves lacking the skilled resource to manage the environment, which can then affect service levels and lead to unplanned outages.

IBM's portfolio of remote managed services can help enhance server monitoring and management in order to help clients:

- control costs by having predictable monthly payments
- improve customer service by being proactive rather than reactive
- increase operational efficiency by enabling staff to focus on business issues rather than technology

IBM has a range of services and delivery mechanisms to suit your business and budget requirements. These can include our local and offshore capabilities, together with those of our extensive network of business partners.

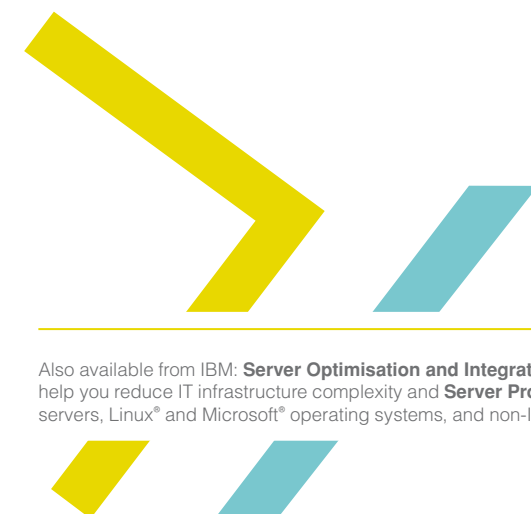
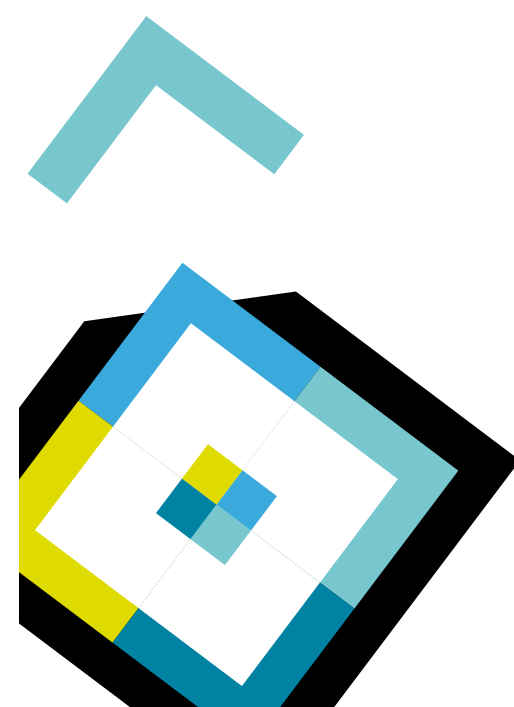
Within **IBM Express Remote Managed Infrastructure Services** there are five cost-predictive, configurable services, designed specifically for businesses with up to 1000 employees. Their aim is to enhance your IT value through cost-effective remote monitoring, management and reporting for your IT infrastructure.

IBM also offers **Remote Managed Infrastructure Services (RMIS)**, a more advanced, pre-configured yet customisable service designed to meet the more complex needs of larger enterprises.

Savings Delivered

IBM's Remote Managed Infrastructure Services (RMIS) engagements could typically result in **cost savings of up to 20% in 12 - 18 months.**

Also available from IBM: **Server Optimisation and Integration Services** which help you reduce IT infrastructure complexity and **Server Product Services** for IBM servers, Linux® and Microsoft® operating systems, and non-IBM server products.



Remote Managed Services

The IBM Advantage

Services can be delivered at any delivery centre, whether client-owned or operated, or managed by IBM or one of our approved suppliers.

We offer easy to deploy, standardised solutions that leverage the combination of IBM technologies and expertise with industry-certified, proven ITIL based management processes. This helps your business quickly appreciate the value of this service.

Our Services Connection Portal provides a near-real time view of systems status, with access to historical performance reports for capacity planning. (RMIS only.)

Also available from IBM: **Server Optimisation and Integration services** which help you reduce IT infrastructure complexity and **Server Product Services** for IBM servers, Linux® and Microsoft® operating systems, and non-IBM server products.



Communications & Collaboration Services

Access to the right information at the right time, and from the right people in an organisation, can enable greater operational efficiency and help achieve a much better experience for customers.

There are convincing reasons for businesses to consider unifying their IT voice communications. Implementing these solutions allows your employees quick and easy access to information and fellow employees in a cost-effective and non-disruptive way.

Cost Reduction: You may realise significant cost savings when optimising telephony-related services inside your business. Solutions exist to route most internal calls via your Wide Area Network (WAN). The same solutions may also handle outbound calls cost-effectively.

Productivity Challenges: To be effective, most modern businesses need their workforces to be mobile. At the same time, they need more effective teamwork that typically requires people to be in the same room. New collaboration technologies have been designed to improve collaboration, regardless of the participants' physical location.

Increased Competition and a Need for Differentiation: Speed of execution and efficiency have always been key differentiators for business. Enabling business processes to use collaboration solutions that find the people needed to perform tasks can cut latency, optimise the use of human resources, and improve your business differentiation.

IBM Converged Communications Services address these drivers in many ways:

- **Cost Savings:** IBM works with industry leading hardware suppliers such as Avaya and Cisco to unify voice and data communications most cost-effectively.
- **Productivity Improvement:** IBM technology includes the capability to bring messaging, video communications, web conferencing, voice conferencing, real-time collaboration and email together into a more unified end-user experience. The focus is on productivity and efficiency, and creating an intuitive and efficient collaboration environment.

Also available from IBM: **Mobility & Wireless, Network Integration, Network Managed, Networking Strategy & Optimisation, RFID and Telecom Expense Management Services.**



Communications & Collaboration Services

- **Differentiation:** Once voice communication has converged with data communication and collaboration solutions have been implemented, the capability is there today, not just for human resources to collaborate more effectively, but for business processes and systems to start collaborating with human resources, enabling better efficiency and contributing to organisational differentiation.

Savings Delivered

IBM Converged Communications Services can help you reduce communication expenses by adopting mobility and collaborative technologies. IBM-recommended solutions can deliver savings of up to 40% of recurring costs.

The IBM Advantage

IBM offers a vendor-agnostic approach to finding the right solution for your business.

IBM has strategic relationships with the industry-leading ISVs and network equipment providers to support your multi-vendor, multi-platform solutions.

IBM can also help negotiate and procure bandwidth from service providers to provide a complete end-to-end solution for you.

IBM's converged communications implementation integrates with customer-facing and back-office applications seamlessly across your organisation.

IBM delivers strategic and operational resilience and security with its services.

Also available from IBM: **Mobility & Wireless, Network Integration, Network Managed, Networking Strategy & Optimisation, RFID and Telecom Expense Management Services.**

Security & Privacy Services

Malicious attacks on an organisation continue to increase each year, and can have a huge impact on business performance and reputation. Understanding the vulnerabilities and risks present in your IT infrastructure is a major step towards protecting yourself.

IBM Security and Privacy Services will safeguard information assets and prevent problems before they can happen. We will work with you to assess your current security and privacy position, then design, implement and manage measures that address both internal and external threats.

Vulnerability assessments and/or penetration tests can:

- assess the areas of vulnerability that pose a business risk to you
- advise on methods for remediation to minimise the risks identified
- design a solution using the most appropriate toolsets to facilitate this remediation

Penetration services such as **Express Penetration Testing** services help organisations quickly assess the security position of their networks. We use real-world exploitation scenarios to demonstrate how attackers could access sensitive data or systems and significantly impact your business.

Using IBM Internet Security Systems' (ISS) world-class tools, methodologies and resources, IBM can:

- implement solutions to help optimise protection and realise the most business value
- provide a managed service to help minimise business risk from security attacks and minimise the impact on your own internal resources

Managed services such as **Express Managed Security Services** for email will work behind the scenes with no upfront investment from you and no software or hardware to install. Services modules address specific security threats and are easy to add or remove, with a web-based administrative console for monitoring activity and customising service settings.

Also available from IBM: **Data Security, Identity and Access Management, Physical, Security Governance and Threat Mitigation Services** along with **IBM Business Consulting & Resiliency Services.**

Security & Privacy Services

Savings Delivered

IBM ISS Managed Security Services can help you simplify and potentially **reduce costs by up to 50%** while improving security across all information security domains within the first year.

The IBM Advantage

IBM offers a breadth of service and skills that are among the most comprehensive in the security services marketplace. These include data security services, identity and access management services, physical security services, security governance services and threat mitigation services. All are relevant to small and corporate environments, with services and team capabilities that span and scale to both smaller and corporate environments across all sectors.

Underpinning all our security services is the renowned IBM X-Force research and development team and 24/7 global attack monitoring. X-Force is the world's largest R&D laboratory for emerging network vulnerabilities and threats. Its highly-skilled IBM specialists focus on analysing and mitigating identified risks and providing solutions, patches and fixes to protect customers.

Also available from IBM: **Data Security, Identity and Access Management, Physical, Security Governance and Threat Mitigation Services** along with **IBM Business Consulting & Resiliency Services**.

Network Optimisation & Integration Services

As business applications and processes become ever-more centralised and pervasive, you become increasingly dependent on your network. Providing your business with acceptable response times and resilience inevitably becomes far more challenging.

Changes to your application landscape could add significant uncertainty regarding the overall end-to-end performance of any new application. Infrastructure changes such as server, storage and data centre consolidation could also introduce risk, as well as impacting network performance.

The cost of not factoring the network impact of such changes into infrastructure planning can be significant. Slow application response can lead to overall productivity loss and negatively impact customer experience. In the past, futile attempts have often been made to solve this problem by simply adding costly bandwidth to the Wide Area Network (WAN).

The **IBM Network Optimisation Assessment** has been specifically designed to identify these issues and subsequently deliver a clear roadmap that identifies cost saving and performance improvement opportunities:

- It looks at optimising the performance of applications on your WAN and recommends clear steps you can take to deliver significant improvement.
- It provides a gap analysis comparing your current network infrastructure with your anticipated strategic business demands.
- You receive a report that provides solutions to potentially address these demands, to minimise cost and suggest how to improve redundancy, security, performance and energy efficiency.

Savings Delivered

IBM Network Optimisation Services can potentially help you **increase network efficiency, enhance performance and reduce your network costs by up to 30% in 4-12 months**.

Also available from IBM: Networking strategy and optimisation services – **Network Application Optimisation** and **Network Infrastructure Optimisation**; **Network Integration Services** and **Network Managed Services**.



Network Optimisation & Integration Services

The IBM Advantage

IBM's recommendations for specific solutions are vendor / brand-agnostic, and IBM is a leading systems integrator working with technologies such as Cisco, Motorola, Juniper and Avaya.

IBM's assessment can either be conducted proactively (prior to a major infrastructure / application change), or re-actively (after historic changes that you have made appear to have an adverse impact on your network throughput or resiliency).

IBM's recommendations have demonstrable outcomes that can be achieved in the form of cost saving, operational efficiency and application performance.

Also available from IBM: Networking strategy and optimisation services - **Network Application Optimisation** and **Network Infrastructure Optimisation**; **Network integration Services** and **Network Managed Services**.

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IBM United Kingdom Limited
PO Box 41
North Harbour
Portsmouth
Hampshire
PO6 3AU
Tel: 0870 010 2503
ibm.com/services/uk

IBM Ireland Limited
Oldbrook House
24-32 Pembroke Road
Dublin 4
Tel: 1890 200 392
ibm.com/services/ie

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