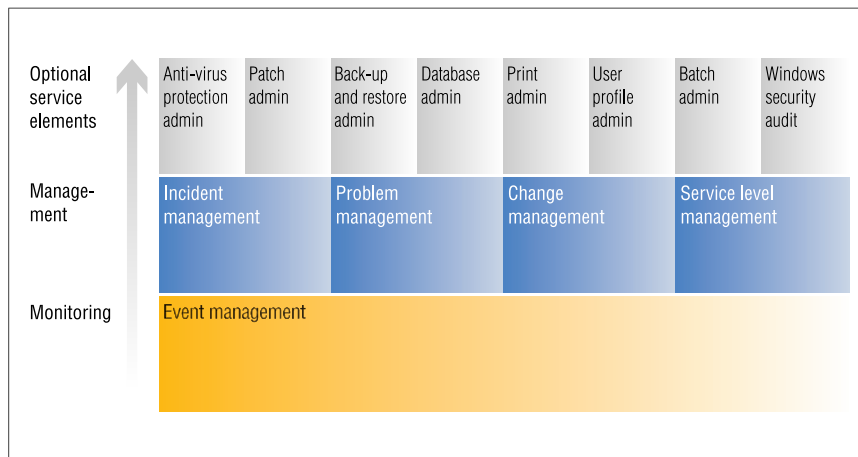


# Remote Managed Services

Worry-free management of your IT infrastructure



Flexible service options

## Your IT operations managed by the world's leading technology professionals

IT is the engine that drives almost every business activity, from sales, manufacturing and distribution to finance, engineering and customer support. If IT fails, your business will quickly grind to a halt.

But how efficient and risk-free are your IT operations? Do you have the knowledge and expertise to keep pace with technology? Do you have the tools to proactively monitor and highlight situations before they impact systems performance and the expertise to address any subsequent problems?

### Technical excellence

With tight budgets, the priority is keeping existing systems running. But are you devoting so much

resource to maintaining your existing IT infrastructure that too little time and effort is focused on applying technology in innovative ways to gain business advantage?

One thing is certain. You are not as well resourced to manage your IT systems as you would be with the world's largest and most technically advanced IT company at your side.

No organisation can match the depth of technology expertise, the variety of skills or the global experience in running IT operations than IBM can provide.

### Remove risk and anxiety

This unrivalled pool of knowledge and experience is available to support your IT operations through IBM Remote Managed Services.

Remove risk and anxiety. IBM Remote Managed Services will keep your IT operations running smoothly and even reduce costs, freeing resources to focus on applying technology in new ways to improve business performance.

### Flexible services

- A total managed service or expert back up for your staff
- A single processor or your entire IT infrastructure
- Support for both IBM and a wide range of non-IBM hardware
- Remote monitoring and diagnostics
- Pre-emptive problem resolution
- Performance improvement initiatives
- Rapid support 24/7

### Economic delivery

- Economic sharing of IBM's technical resources
- Predictable, fixed costs
- Immediate support for new technologies

### High quality delivery

- World-class systems management tools
- Access to the entire portfolio of IBM services
- Access to the world's largest pool of IT expertise
- Single point of contact for all IT support



### **Your business, your systems, your people**

With IBM Remote Managed Services, there is no need to change your IT infrastructure, or relinquish control. Remote Managed Services provide support for your existing systems and network without the upheaval to equipment and staff that normally accompanies outsourcing.

Whatever your current environment - whether you are using Sun Microsystems, Hewlett-Packard, Microsoft™ or IBM servers running Windows™, Linux™, UNIX™ or i5/OS - it can be retained and professionally managed by IBM's Remote Managed Services.

You can choose a total managed service with IBM taking full responsibility for keeping your systems running, or simply call on IBM's experts to support your own technical staff, as required.

### **IBM's depth of technical support**

When you use IBM's Remote Managed Services you access a pool of technical resources more varied and highly skilled than any organisation alone could justify. No technology is left uncovered, and you can tap into particular expertise whenever required.

Our skills complement and extend those of your own staff, and knowledge is readily transferred from our experts to your technical people.

An important component of IBM's Remote Managed Services is the deployment of Tivoli, the world's leading suite of systems management utilities. Tivoli is applied automatically to your IT operations as an integral part of the RMS service.

### **Economic and predictable cost**

Sharing access to IBM's reservoir of expertise means you also share the cost. You always receive a rapid response from IBM Remote Managed Services, but pay only for the proportion of resources you need.

Costs are agreed in advance, which makes for easy budgeting. IBM provides attractive financing, where necessary, to spread spend across the contract term.

### **A flexible choice of services**

IBM Remote Managed Services are scalable. You can begin with a monitoring service to detect events and settings likely to cause future problems. This can be extended to a full management service that includes problem resolution and proactive initiatives to enhance performance.

You can add individual services from a full menu of options, commissioning IBM Remote Managed Services to handle data centre activities ranging from anti-virus protection, back-ups and software patches to user profile management and batch scheduling.

### **For more information**

To find out more about IBM Remote Managed Services, contact your IBM sales representative or visit:

**ibm.com**/services/uk/index.wss/  
offering/its/a1007030



### **IBM United Kingdom Limited**

PO Box 41  
North Harbour  
Portsmouth  
Hampshire  
PO6 3AU

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