

Maintenance services for non-IBM servers

World-class support for non-IBM systems



Many companies currently use servers and operating systems from different manufacturers, and often have multiple contracts from different support organisations. IBM can manage this complex, environment for organisations to help them:

- Realise more value from their IT systems – while reducing support costs
- Through a single point of accountability, resolve hardware and software maintenance and technical support problems for both IBM and non-IBM systems
- Minimise downtime risks and protect against outages
- Release IT support spend to drive other IT investments
- Free up IT staff's time by transferring support tasks to IBM, allowing staff to focus on core business objectives
- Reduce complexity.

Highlights

- ***Provides support for most major non-IBM systems including Sun, HP, Compaq, DEC, Dell and many other servers***
- ***Also offers non-IBM storage and CISCO hardware support***
- ***Matches service levels to business needs***
- ***Extends product life and reduces capital expenditure***
- ***Potentially reduces costs by 15-30% compared with OEM***
- ***Provides superb technical expertise***
- ***Minimises downtime with proven support management methodologies***
- ***Offers UK-based remote Technical Support services***
- ***Provides the opportunity to have one contract covering all infrastructure support***
- ***Frees IT staff to focus on business priorities.***

The new multi-vendor centre in Uxbridge, Middlesex has been built to deliver maintenance across multiple platforms. Unlike many of our competitors, IBM delivers remote technical support from the UK.

IBM provides a suite of support offerings to match the complexity and diversity of today's IT environment:

Server maintenance

IBM provides technical support, maintenance and onsite support for a range of non-IBM products, including Sun and HP. Often this support is more cost effective than that provided by the manufacturer themselves, and is used by many clients to extend the life of their system.

IBM provides support on a wide range of HP and Sun products, which span from workstation through to midrange and highend.

Base Operating System Support

IBM can also offer flexible and tailored operating system support options. Our in-house systems work closely with specialist delivery partners to provide software support services on OpenVMS, Tru64 UNIX, Sun Solaris and HP-UX.

Remote support for Linux

IBM offers 24x7x365 mission-critical remote support, providing defect support as well as answering usage and installation questions for the major Linux distributions.

With Support Line for Linux we can also procure Linux entitlements from the leading Linux vendors, Red Hat and SUSE Linux.

Remote support for Windows

IBM is one of the first Microsoft Gold Certified Partners for support services, recognising both IBM's superior capabilities and high customer satisfaction levels.

Support Line for Windows® provides high-quality remote defect and non-defect support for the major Microsoft business products running on Intel.

Managed Technical Support

IBM can combine all the support requirements of a company into a single contract that runs annually, or for multiple years. A choice of billing periods reduces much of the administrative work associated with managing multi-vendor environments.

This service can also include other facilities like price protection and automatic inclusion of new inventory.

Companies who already work with an IBM Business Partner can request IBM Maintenance Services on non-IBM equipment. The IBM Business Partner will then work with IBM on their behalf to ensure IBM provides the appropriate service level for their business needs. If an organisation has time left on existing maintenance contracts, IBM can manage these contracts on the client's behalf. This means the current supplier remains, but calls are raised via IBM.

Why IBM?

IBM has successfully delivered multi-vendor services to a broad portfolio of customers for over twenty years. Our unmatched technical expertise and proven methodology helps to ensure clients' systems are always available – regardless of manufacturer.

For more information

Please contact your IBM Representative, IBM Business Partner, send an e-mail to maintenanceandtechnicalsupport@uk.ibm.com or visit ibm.com/services/uk/gts/multivendor



IBM United Kingdom Limited

PO Box 41
North Harbour
Portsmouth
Hampshire
PO6 3 AU

IBM Ireland Limited

Oldbrook House
24/32 Pembroke Road
Ballsbridge
Dublin 4

IBM South Africa

70 Rivonia Road
Sandhurst
2196

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