IBM Global Technology Service

Technical Support Services

Offering, Delivery organization and capabilities

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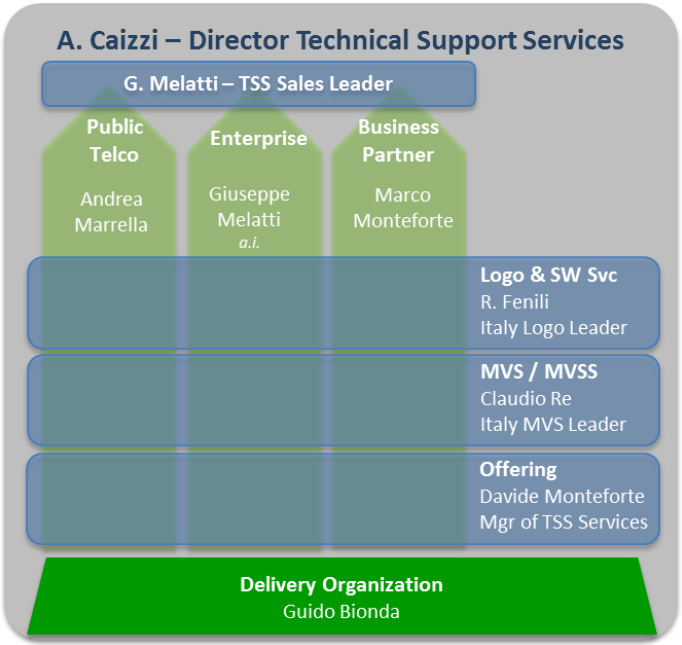
TECHNICAL SUPPORT SERVICES at a glance



- **200+** Technicians
- **100+** Remote technicians
- **9** Spare parts stock + **2** "floating" kit
- **100+** Shad address for parts movement
- **2** Tech. Support Center (MI and RM)
- ISO 9001/9002 Certified

- **15** Global Labs
- **24** Regional branches
- **1** EMEA Multi-Vendor Support Center (RM)

- **50 years of tradition in logo and 20+ years of experiences on maintenance service multi-vendor**
- **Software support on hardware IBM, OS, middleware, applications, as well as on OEM hardware and software, by single contact center.**

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TECHNICAL SUPPORT SERVICES - Portfolio

Logo | Traditional Multivendor | Solution based | In progress

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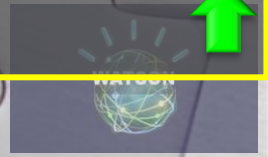
Single Point of accountability for:

- *Multivendor **HW** Maintenance*
- ***SW** Support Line*
- *Relocations*
- ***E2E** Service delivery*

***Flexible** delivery and contractual models*

- ***Customized** coverage and **SLA***
- *Flexible **In/Out***

*Exploit the experience on MVS Maintenance of the **European Competence Center in Rome**.*



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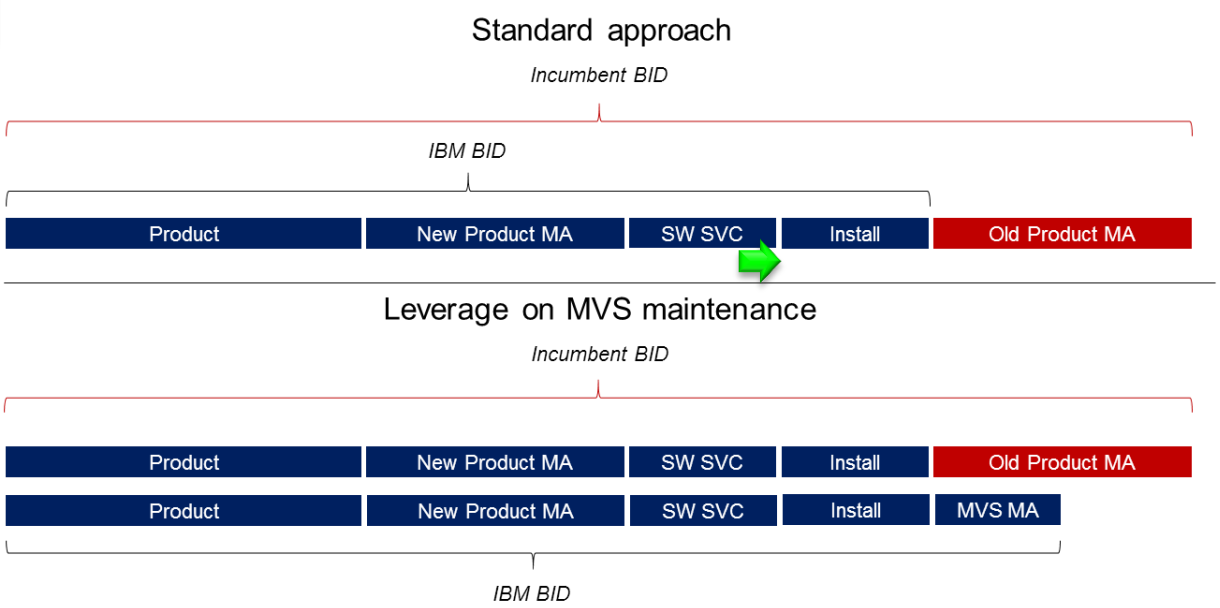
TECHNICAL SUPPORT SERVICES - Portfolio

Why to attach MVS maintenance to new IBM HW sales



IBM Advantages
- Increase offer competitiveness
- Incumbent displacement

Client Advantage
- Single responsible for the entire project
- Cost reduction
- Flexible model

Show case

A big Insurance Client decided to migrate his EMC Vmax Storage to IBM DS8000 at end 2014.

IBM provided the products, Installation, maintenance for the new HW and the maintenance for the EMC products for the time of the migration, initially planned for 3 months, IBM revenue 40K.

Data migration is taking more and Client is renewing the contract each 3 months, next expiration date June 2016.

Our delivery capabilities minimize the risks and our competence centers may support the Clients to evaluate the risks.

In support to IBM product sales we can offer 3 months / 6 months maintenance to Clients. Standard prices available for selected products.

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TECHNICAL SUPPORT SERVICES - Portfolio

Total Support – for SAP HANA on Power Systems infrastructure offers integrated and proactive services.

Integrated support

Solution support base module for SAP HANA on Power Systems infrastructure:

- Single point of contact (SPOC)
- Integrated incident management
- Customer care
- Coordinating and performing proactive services

Proactive services

Proactive system check for SAP HANA on Power Systems infrastructure

Microcode and release management for SAP HANA on Power Systems infrastructure

Onsite health check for SAP HANA on Power Systems infrastructure

Prerequisite: HW Maintenance 7x24, Linux distribution and IBM software maintenance

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