



IBM Maintenance Services – managed maintenance solution for Cisco storage products

Highlights

- ***Provides prompt and efficient access to IBM services***
- ***Offers flexibility with responsive and varied service levels***
- ***Features a wide depth and breadth of support capabilities***

Offering comprehensive support via a single point of contact

Today's IT environment comprises multiple platforms with varying levels of business-critical needs and a level of complexity that can severely affect IT efficiency and staff productivity. Consistent hardware maintenance can help companies anticipate change, decrease outages and system failures, and lower the total cost of ownership. As the scope and complexity of today's enterprise technology continue to evolve, coordination of IT resources can require higher skill levels and deeper understanding of a wide array of technologies.

IBM Maintenance Services – managed maintenance solution for Cisco storage products offers comprehensive maintenance and warranty services for the Cisco MDS 9000 storage equipment family via a single point of contact. With knowledge-rich resources, experienced technicians and flexible service options, IBM can configure its service levels based on your specific business needs.

Responding to your needs quickly and efficiently

Our integrated service delivery model allows us to respond to your needs in a timely and efficient manner. Skilled, experienced remote technicians can lead you through initial problem determination and resolution. When needed, an onsite specialist can be dispatched to resolve the problem, helping you get your hardware up and running. IBM's global network of knowledge databases help resolve your IT issues promptly, limiting downtime and losses.

Offering service level flexibility

The managed maintenance solution for Cisco storage products offering can be configured based on your unique business requirements and the options available for your machine type. The offering also provides service coverage based on your network availability requirements. One size doesn't fit all. With the IBM solution, you get customized services tailored to your needs.

Drawing upon years of experience to provide a wide range of capabilities

With years of experience providing high-quality services to our clients, IBM has the depth and breadth of capabilities to provide managed hardware support for the multivendor environment. These services are now available for Cisco Systems storage products through the managed maintenance solution for Cisco storage products offering.

Why IBM?

Our support technicians deliver industry-leading levels of knowledge. Our ability to manage complex multivendor environments has repeatedly garnered expert praise. And as a Cisco Gold Certified Partner, we are considered best-in-class in the data networking environment. We are the support provider of choice for your Cisco storage solution.

For more information

To learn more about the IBM Maintenance Services – managed maintenance solution for Cisco storage products offering, contact your IBM sales representative or IBM Business Partner, or visit:

ibm.com/services



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