

IBM Technology



G-Cloud 15

IBM - Multi-Vendor Maintenance & Support (3rd party non-IBM Software and Hardware)

Service Definition Document

Email: ukcat@uk.ibm.com

Contact: Anne-Marie Wheeler

Contents

Optimize your multivendor infrastructure with IBM Technology Lifecycle Services	3
Vendors Supported	4



Optimize your multivendor infrastructure with IBM Technology Lifecycle Services

Simplify IT maintenance to optimize availability, decrease complexity and reduce cost with a single point of contact.

Multivendor Support Services from IBM Technology Lifecycle Services provides clients a single point of contact for diverse OEM products to accommodate their server, storage, network, security, and software maintenance support needs and deliver timely problem resolution. This enables organizations to protect their IT investment and consistently maintain high availability for mission-critical workloads across the product lifecycle.

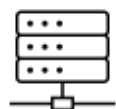
IBM offers professional services across today's hybrid cloud and enterprise IT data centers, focusing on leading third-party vendors to plan, deploy, optimize, and refresh IT infrastructure.

Our technical support specialists and consultants support approximately 22,000 IBM and other original equipment manufacturers, hardware, and software products, enabling clients to gain new skills, solve business challenges and apply best practices. With a global footprint that extends to over 130 countries, you can count on IBM Technology Lifecycle Services to help keep your mission-critical systems running smoothly 24x7.

The IBM-commissioned Forrester Total Economic Impact of Hybrid IT Support study found key benefits from consolidating vendor support which can save clients time and money.

Vendors Supported

Servers and Storage



- Dell
- Dell EMC
- Fujitsu
- Hitachi
- HPE
- Lenovo
- Netapp
- Oracle
- Sun
- Supermicro

Networking and Security



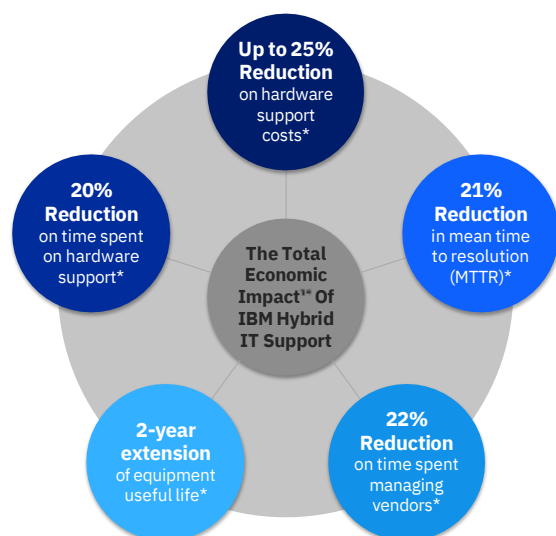
- Check Point Software Technologies
- Cisco Systems
- F5
- Fortinet
- Juniper Networks
- Palo Alto Networks

Software



- Microsoft
- Oracle
- Red Hat
- SUSE

The vendors listed represent the core technologies supported. IBM's extensive multi-vendor expertise enables support for additional and specialist vendor platforms where required, following appropriate technical and contractual validation.



For more information email ukcat@uk.ibm.com, scan the QR code or click the button below:

[Learn More](#)



The IBM logo, consisting of the letters "IBM" in a bold, sans-serif font, with each letter composed of eight horizontal stripes.