

IBM Technology



G-Cloud 15 IBM – Support for Microsoft Service Definition Document

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IBM Support for Microsoft

Simplify your IT management with an IBM Technical Account Manager and Proactive Support Advisory Add-ons to get more out of your Microsoft environment aligned with your needs

Highlights

- Speed time to resolution of your Microsoft environment.
- Reduce time spent managing multiple platforms and vendors with a single point of contact.
- Leverage your IBM Technical Account Manager to get most out of your Microsoft environment and maximize your investment.

Organizations may struggle to manage vendor relationships and need to optimize performance of their IT environment

As your business transforms in your journey to cloud, data centers are becoming more diverse with the proliferation of vendors and managing these relationships can be challenging for organizations that wish to use Microsoft's cloud technology while trying to keep costs down, reduce the effort of managing vendors and get the best performance of their Microsoft products. Organizations are looking for software management solutions that are economical, flexible, and scalable to meet the business demands.

IBM helps companies to optimize availability, decrease complexity, and reduce costs with comprehensive software support. IBM® Support for Microsoft provides a single point of contact to assist you with your Microsoft environment, ensuring a strategic approach to maintaining your hybrid environment, with an IBM Technical Account Manager who accelerates problem resolution for improved system availability. By unburdening your in-house IT staff, you allow them to focus on your organization's innovation, business growth, and digital transformation.

Clients who select IBM as their support service partner, have access to a Microsoft Premier Support Partner with more than 2 decades of experience and a team of specialized technicians with expertise to support your environment.

Speed time to resolution of your Microsoft environment

IBM Support for Microsoft is a collaborative offering with Microsoft to provide support services with access to our team of specialized technicians with experience to support your Microsoft environment who are available 24x7 with an unlimited number of calls, unlimited callers, and unlimited hours. These experts have the ownership and responsibility, and if needed can leverage a direct path of escalation into Microsoft product support and product development teams to accelerate the problem resolution. The service addresses how-to, short duration installation, usage, and configuration questions. It also



includes access to information about product publications, best practices, interoperability, architecture, and design.

Features	Advanced	Premium
Support		
– Coverage	9x5	24x7
– Number of Support Requests	Unlimited	Unlimited
– Product Supported	Full stack Microsoft products, cloud, hybrid and on-premises,in accordance with Microsoft lifecycle policies	
– Method of Access	Telephone, Web	Telephone, Web
– Response Method	Telephone, Web	Telephone, Web
– IBM L1/L2		
– Microsoft L3		
Response Time		
– Severity 1	2 hours (24x7)	30 mins
– Severity 2	2 hours Business hours	30 mins
– Severity 3	2 hours Business hours	1 hour
– Severity 4	2 hours Business hours	1 hour
Proactive Support		
– Priority Support Team (PST)		
– IBM Technical Account Manager		
– Welcome Call		
– Technical Support Plan (TSP)		
– Support cases report		Quarterly
Proactive Support Services Add-ons		
– IBM Proactive Support Advisory for Microsoft*	Add-on Choose from 2 to 10 days per month for each eligible Microsoft product environment	
*Microsoft eligible product: Azure IaaS, Azure PaaS & M365 Platform		

IBM Support for Microsoft integrates and prepackages support services into a tiered model: Advanced or Premium, helping organizations to choose right level of support services for their needs. With additional add-ons like IBM Proactive Support Advisory for Microsoft, clients can access IBM's technical expertise for eligible Microsoft products (Azure IaaS, Azure PaaS & M365 Platform) helping them to assess the environment, maximize product capabilities, deliver targeted knowledge transfer, and create a customized plan to optimize technical productivity and apply the best practices, considering a flexible and periodic approach where the customer can define from 2 to 10 days per month.

You can count on IBM Technology Lifecycle Services to keep your mission-critical systems running smoothly 24x7

Reduce time spent managing multiple platforms and vendors with a single point of contact

With data centers becoming more diverse in terms of the number of vendors, IT leaders struggle to manage the complex vendor relationships that today's IT environments require. IBM Technology Lifecycle Services can help reduce the time spent managing vendors, helping clients to divert budgets and resources to other initiatives with higher value-add. This service offers a named IBM Technical Account Manager who provides comprehensive software support services while serving as your single point of contact for any issues that arise to help you get the most out of your Microsoft environment.

Leverage your IBM Technical Account Manager to get most out of your Microsoft environment and maximize your investment

IBM Technical Account Managers have deep technical knowledge to manage and resolve technical issues if they arise. Acting as an extension of your in-house staff these IBM experts understand the client installed base to help you with your IT strategy, identifying dependencies across your entire IT portfolio, and developing a technical support plan that is tailored for your company to help you get the most out of your Microsoft environment.

IBM Technical Account Managers benefits:

- **Quick start**

Conducts a welcome call to discuss and understand your IT environment, challenges, strategies, and business goals to create a technical solution plan for the necessary support structure and provides information on how to engage IBM, process expectations and the escalation process.

- **Single point of contact**

A dedicated IBM Technical Account Manager will be your single point of contact into IBM support for all support needs. They will track and receive priority for Microsoft ticketing and act as an extension of your in-house IT staff.

- **IT Support Strategy**

A Microsoft technical support plan tailored to your company and aligned with your IT strategy helping you get most out of your Microsoft environment.

- **Ultimate client advocate**

Acting as a trusted advisor, the IBM Technical Account Manager will provide activity reports using a standardized approach to identify root problems and speed up the incident management process.



Conclusion

IBM Technology Lifecycle Services has decades of global experience providing support services for organizations worldwide and IBM is positioned in the leader's category in IDC MarketScape for Worldwide Support Services 2022 Vendor Assessment.¹ With flexible support options, IBM Support for Microsoft can help you reduce support costs, effort managing multiple vendors, and resolve problems faster – all while simultaneously freeing up your IT staff to focus on innovating and growing.

Why Technology Lifecycle Services?

IBM Technology Lifecycle Services helps organizations maintain high availability and IT performance, with a worldwide presence IBM provides access to a high level of technicians in more than 140 countries around the world with decades of expertise in the technology industry who are ready to address your complex support incidents, mitigate outages and keep your mission-critical systems and software solutions running smoothly 24x7.

For more information

To learn more about IBM Support for Microsoft, please contact your IBM representative or Business Partner, scan the QR code or click at buttons below:

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