



IBM Technology

G-Cloud 15 IBM - Technology Expert Labs Professional Services

Service Definition Document

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Why work with us?



01

IBM technology
expertise

3,200+ experts

02

Proven
best practices

6,500+
certifications

03

Direct access
**to development
and research**

200+
technology offerings

04

Proactive
delivery services

+19,000
engagements annually

05

Partner
collaboration

450+
business partners

06

Project
**outcome
assurance**

Net Promoter
Score (NPS) of 84

Offering highlights

IBM Technology Expert Labs Services provides expertise in IBM Software Products to deploy your workloads in private, public, or hybrid cloud environments.

Assessment and Planning

After gaining a better understanding of your requirements and current capabilities for delivering business critical applications, our team will work with you to frame an action plan for deploying your application on IBM Software on a cloud-enabling platform.

Provision, develop, deploy and integrate

Our teams will assist you in designing the right environment for cloud delivery approach using IBM Software which can be tailored to your needs. We will then help you provision that environment, develop and deploy a custom pattern that supports your workload.

Operations Transformation

Deploying your applications to a cloud platform, whether that cloud platform is public, private or a hybrid solution, can affect your current organisation and IT processes. We can help you improve or accelerate the adoption of IBM Software on your chosen cloud platform with proven operational and organisational change management practices.

Major differentiators

- Leading specialist expert skills in IBM Software and the implementation of this IBM Software via Architecture, Design, Configuration and Implementation services
- Unique access to world-wide expert skills in IBM Software
- Access to IBM Software authors and product development laboratories.

Key areas of *technical expertise*



Data and AI

Employ advanced AI tools to deliver greater value from client data. Solutions focused on optimizing data strategies, including advanced Artificial Intelligence (AI) tools and watsonx



Automation

Reach new heights with intelligent, high-impact automation and a strategy that embraces AI, transforming how businesses manage and optimize their network infrastructure



Sustainability

Reduce emissions, consumption, and environmental impact by making sustainability a part of the business transformation



Security

Protect the business with an advanced and integrated portfolio of enterprise cybersecurity solutions, spanning all stages of the product lifecycle



Offering highlights

Information assurance and security

IBM Technology Expert Labs Services staff are Security Cleared and based in the UK.

Pricing structure

Any Work Order to be agreed with you for the delivery of this offering will be on a Time and Materials basis. However, following the first phase of the work there could be the opportunity to discuss the provision of further services on either a Fixed Price or Time and Materials basis in order to provide you increased flexibility. Initial work will be carried out under the Strategy and Architecture category of the IBM Expert Labs - Professional Services SFIA Rate card unless agreed otherwise.

Follow on work will be under the appropriate category of the IBM Software Services for Cloud SFIA rate card. The scope of work will be set out in the Call-Off Order Form and agreed by both parties.

Follow on services to enable you to complete implementation of cloud services can be provided by IBM. Details should be agreed via the Call-Off Order and priced using the IBM Software Services for Cloud SFIA rate card.

Free trial options

Not available.

Further information

Key Points

- This offering is subject to availability of IBM Technology Expert Labs Professional Services (software) resources only.
- The Charges for this Service are on the basis that no Parent Company Guarantee is required. If one is required and agreed to by IBM then the Charges will be revised accordingly;
- Initial work will be performed under the Solution Development and Implementation category of the IBM Expert Labs - Professional Services SFIA Rate card unless agreed otherwise. Follow on work will be performed under the appropriate category(ies) of the IBM Expert Labs - Professional Services SFIA Rate card ;
- Travel and Subsistence (T&S) costs are included in the IBM Expert Labs - Professional Services SFIA Rate card for work performed within the M25 area (Greater London Urban Area) by UK based resources. For work performed by non-UK based resources or where performed outside the M25 area, T&S will be payable using the Contracting Body's standard T&S rates;
- The scope of work will be set out in the Call-Off Order Form and agreed by both parties;
- The pricing and terms on individual Call-Off Orders should be handled as commercially sensitive by the Contracting Body;
- Where work is of a sensitive and secure nature, security standards will be agreed between IBM and the Contracting Body, and if necessary IBM will ask the Contracting Body to issue a Security Aspects letter;
- Whilst we do not propose to handle or have access to any personal data, we will mutually agree alternative approaches such as the use of anonymised data for testing purposes;
- The work is subject to the terms of IBM Client Relationship Agreement which is attached separately to this catalogue item;
- Follow on services to enable you to complete implementation of cloud services can be provided by IBM. Details should be agreed via the Call-Off Order and priced using the IBM Software Services for Cloud SFIA rate card;
- This Service Definition has been prepared and the price information provided on the basis that, if both parties wish to proceed, the Services described will be performed under the terms of the relevant IBM standard agreement. While the information and statements concerning the Services contained in this Service Definition are correct and accurate to the best of our present knowledge, they do not constitute representations or an offer capable of acceptance;
- At your request, we will be pleased to work with you to develop a fully costed Call-Off Order that is open for acceptance.
- This offering is valid for the duration of G-Cloud 15 only.

Main product features

Get guidance on how to deploy your applications in the cloud and a better understanding of your options.

- Extract greater value from your IBM cloud platform investments with a plan of proven activities to get your workloads running on those platforms.

Provision, develop, deploy and integrate.

Our teams will assist you via the provision of Architecture, Design, Configuration and Implementation services in designing the right environment for cloud delivery approach using IBM Software which can be tailored to your needs. We will then help you provision that environment and develop and deploy a custom pattern that supports your workload.

We will help you:

- Create a custom workload pattern that supports your specific workload and combines multiple IBM Software capabilities
- Use IBM Cloud Application Services for greater development and delivery efficiency
- Design and implement integration with other cloud platforms or your own on-premise systems

Reduce Risk

IBM Technology Expert Labs Services' objective is for you to be successful in your use of IBM Software and IBM Cloud.

Using IBM Technology Expert Labs specialists to work with your project team, or your chosen IT providers project team, in the integration of IBM SaaS solutions into your legacy IT systems your project will receive a kick-start with our skill levels as well as contributing to the reduction of risk.

Self-sustaining

IBM Technology Expert Labs Services will work with your project team to provide desk-side mentoring and focused workshops in our engagement to reinforce your skills gained from formal IBM SaaS education.

Types of Services



1

Pre-scoped offerings

Accelerate the progression of service opportunities with repeatable, standardized service offerings.

2

Expert on-demand

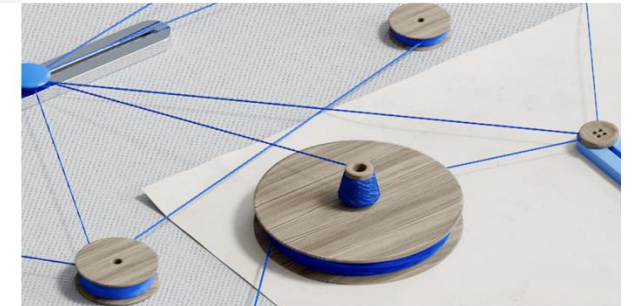
Dynamic team with experts for technical guidance and hands-on management of IBM technology for faster, more reliable results.



3

Learning

Access to mentorship and education to upskill a client team for long term use case development and maintenance.



IBM Technology Expert Labs Services

[Data and AI →](#)

Manage data, extract insights, and use AI to automate tasks and improve decision-making.

[Automation →](#)

Automate tasks, improve efficiency, and reduce costs to rapidly achieve business goals.

[Sustainability →](#)

Reduce environmental impact, improve manufacturing efficiency, and save money by working smarter.

[Security →](#)

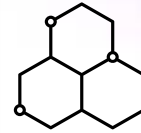
Protect data, systems, and applications from a wide range of current and emerging threats.

Practices



Data and AI	Automation	Sustainability	Security
AI Governance, RegTech, and Business Analytics	Application Runtimes	Asset Management	Advanced Fraud Protection
Business Automation	Integration	ESG Data and Reporting	Data Security
Data Fabric	IT Automation	SDE (Sterling Data Exchange)	Endpoint Security
Data Management	Network Automation	Supply Chain (Sterling)	Expertise Connect for Security
Generative AI + Assistants			Identity & Access Management
watsonx			Mobile Security & Management
			Threat Management
			Zero Trust

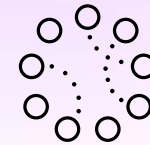
Lead with an expert: *on-demand*



Expertise *Connect*

Connect with the Technical Experts

Ongoing guidance
in technical decision-
making to optimize
utilization of IBM
products.

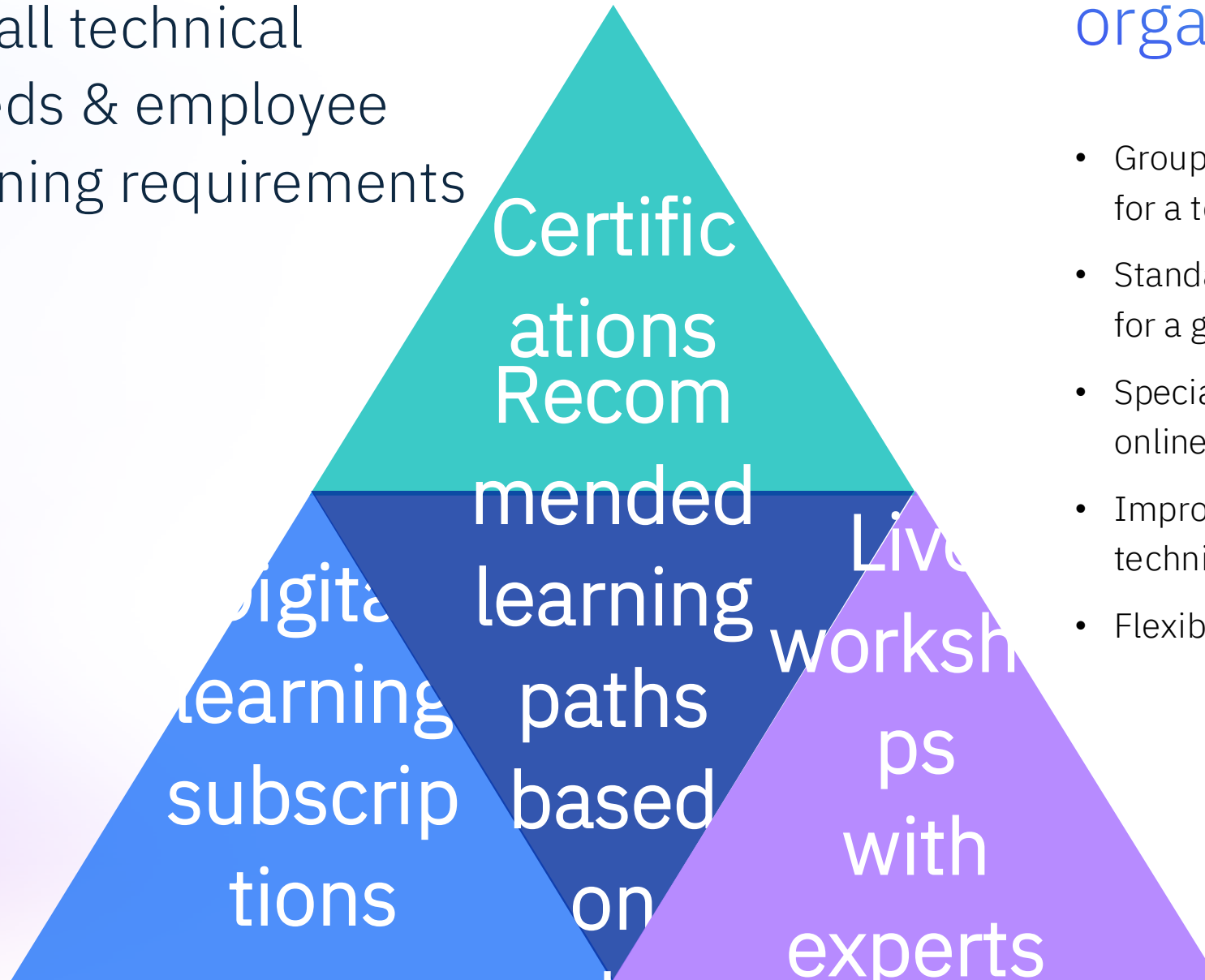


Essential *Management*

Enable hands-on management of IBM software

Second day operations
and software
administration, enabling
clients to focus
on business value.

Learning solutions
for all technical
needs & employee
training requirements



Tailored approach for an
organization's needs

- Group training and upskill options for a team of IT professionals
- Standardized technical training for a globally dispersed team
- Specialized product training, IBM online training, and Red Hat online learning
- Improved professional acumen with technical training for professional certification
- Flexible training available anytime, anywhere

Next steps ↻

Contact:

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to begin your journey

IBM



