

IBM Technology



G-Cloud 15

IBM - Project Based Hardware Infrastructure &
Software Services

Service Definition Document

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Project Based Infrastructure Services

Digital transformation is driving an increased need for high availability and resource optimization

With a range of project-based services TLS infrastructure services are designed to assist clients across the product lifecycle with cross data center services to improve client infrastructure availability, resiliency, efficiency and performance.

Highlights

- Advise: Evaluation and planning
- Build: Implementation and Deployment
- Operate: Day-to-day operations
- Optimize: Availability and efficiency

Optimize IT staff, maintain operational resiliency and sustainably manage IT assets with infrastructure and datacenter project-based services and solutions.



IBM Project Services for Infrastructure provides a readily available source for labor-based assistance

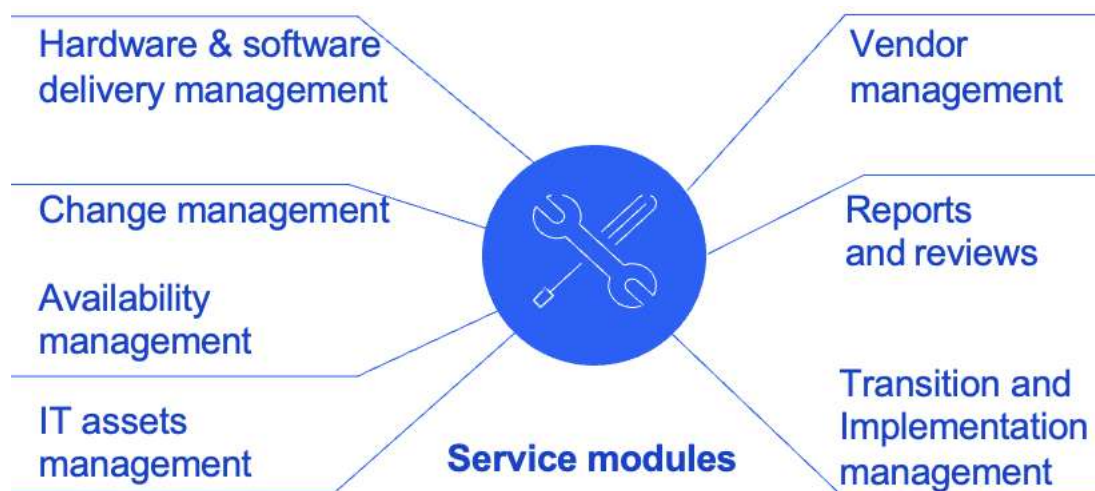
Short term projects

- Installation of equipment
- Relocation of equipment
- Removal or installation of cables
- Replacement of parts or units
- Configuration changes
- Image restoration
- Firmware updates

Benefits

- Broad range of hardware and software task-based services to meet clients' individual needs
- Flexible access to additional skilled resources
- A single point of contact
- Peace of mind - IBM has experienced technicians around the globe
- Clients' IT staff stays focused on strategic business priorities

IBM General Project and Delivery Management services



IBM Network Health Check

IBM Network Health Check offers a set of services clients can choose from aimed to identify enterprise networking exposures for software support coverage, hardware issues, overutilization, and configuration.

- Increased network stability and availability
- Increased security
- Reduced downtime
- Reduced risk and potential losses
- Reduced pressure and strain on IT resources



Infrastructure Coverage Assessment



Hardware Health Assessment



Security - Advisories Assessment



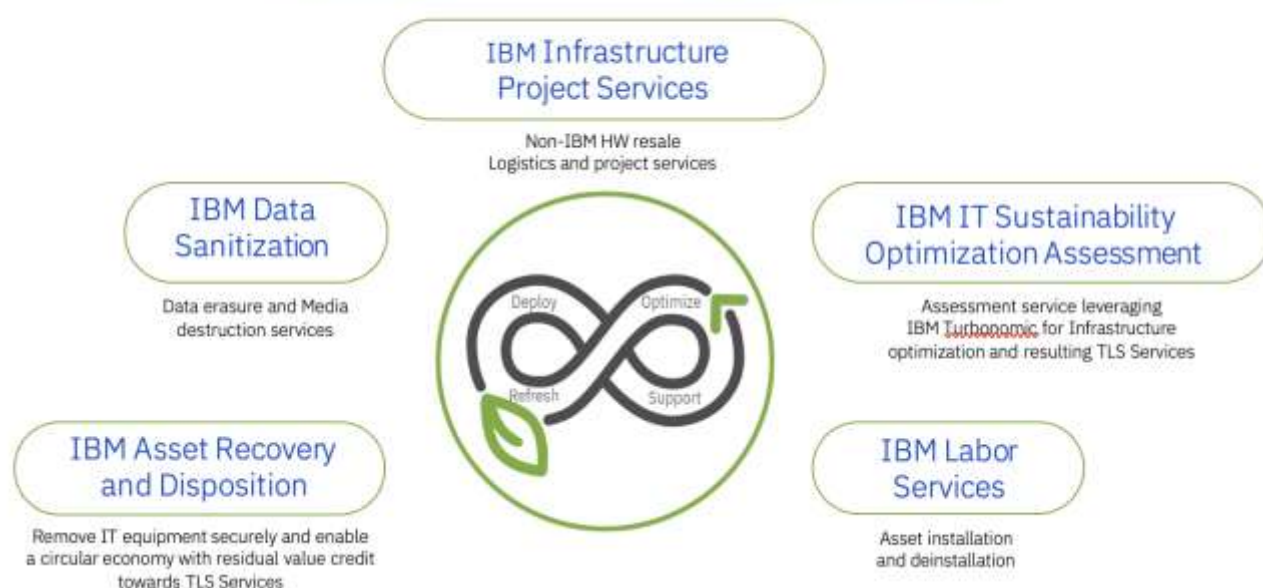
Security - Configuration Based Threat Assessment



Network Topology Map

IBM TLS sustainability services

Help clients reduce their IT carbon footprint while improving efficiency, and performance, throughout the lifecycle.



IT Sustainability Optimization Assessment Service

Drive infrastructure resource optimization, reduce energy consumption and carbon footprint with insights from IBM Turbonomic

Assessment provides an actionable plan to:

- Realize performance efficiencies and TCO savings through smart server consolidation and Virtual Machines (VM) optimization.
- Reduce energy consumption & carbon footprint.
- Meet organizational sustainability requirements.

IBM Asset Recovery and Disposition

A flexible solution fitting client's sustainability and economic needs



Data wipe	Deinstall, pack and arrange for movement and transportation	Technology value recovery	Asset recovery reporting	Service credit back
▪ Eliminate client electronic data prior to transportation ▪ Certificate of Data wipe and / or Destruction	▪ Package, palletize and ship services available for wiped assets ▪ Secure processes in place to ensure safe and effective transportation to asset recovery facilities	▪ Test and resale of marketable assets ▪ Minor recycling for non-marketable assets environmentally safe, according to ISO 14001 standards	▪ Settlement report with marketable asset value ▪ Resold assets and recycled weight data, which can be used by clients in <u>their</u> sustainability metrics.	▪ Services credits to fund new TLS services projects ▪ No cash back option

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