

IBM Technology

A glowing blue cube is positioned in the center of the image. The cube has two faces visible, each featuring a glowing blue cloud icon. The cube is resting on a complex, dark circuit board with various components and traces. The background is a blurred, dark surface, possibly another circuit board or a textured surface.

G-Cloud 15

IBM - Maintenance and Support for IBM Systems
Hardware and IBM Software

Service Definition Document

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Contact: Anne-Marie Wheeler

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IBM Hardware and IBM Software Maintenance Services

Highlights

- Optimize your IT infrastructure with preventive maintenance.
- Minimize unplanned downtime and speed time to repair.
- Choose from flexible committed service-level options.
- Foster interoperability through comprehensive maintenance.
- Help reduce costs and enable more predictable maintenance costs.
- Bridge your skill gaps and free in-house IT staff for more strategic tasks.

Achieving high system resilience and application availability is essential for today's businesses

Any unplanned downtime or outage can impact your organization's business operation, reputation and customer loyalty. To confront the challenges, organizations need a maintenance solution that keeps their hybrid cloud environment up and running. Your data center—backboned by IBM zSystems®, IBM Power® servers, IBM® Storage systems and IBM software solutions—requires routine maintenance for optimal performance to achieve your business goals and accelerate your digital transformation.

IBM Technology Lifecycle Services offers both IBM Hardware Maintenance and IBM Software Maintenance services that can be tailored to meet your specific needs. IBM's single-source support helps you optimize your IT infrastructure while helping reduce the cost of downtime. IBM offers the flexibility to purchase services during your warranty period, as a warranty service upgrade, and even after the warranty period lapses. Using proprietary tools, IBM technicians can predict and proactively address risks and exposures that may impact the availability of your hybrid cloud IT infrastructure and provide timely resolution if an incident occurs.

Optimize your IT infrastructure with preventive maintenance

With an IBM Hardware Maintenance or IBM Software Maintenance agreement, you gain access to [IBM Support Insights](#), a security-rich cloud-based portal. The portal's holistic view of your hybrid IT infrastructure can help improve IT uptime and address vulnerabilities. By continually monitoring your hybrid IT assets and your support contract data, analytics-driven insights provide asset management and preventive maintenance recommendations. The service automatically notifies you of any risks or exposures and recommends actions to mitigate the effect those issues may have on your infrastructure. Alerts help identify exposures specific to your inventory to mitigate outages caused by critical defects and denials of support due to expired contracts or end-of-assets. By simplifying contract reconciliation and identifying gaps in coverage, IBM can help provide you with support for continuous system availability.

Find out why IBM is the right choice

Learn more about why you should choose IBM support services: [the IDC report ranks IBM as a leader in worldwide support services](#).¹

IBM Hardware Maintenance

Minimize unplanned downtime and speed time to repair

After a failure or performance issue is reported, IBM can quickly engage on-call engineers for around-the-clock onsite IBM Hardware Maintenance support—with response measured from the time of the service call. IBM Watson® Assistant for agent assist allows you to interact with a virtual agent through a web portal to collaborate with hardware and software specialists from around the globe. These resources can help you accelerate the process of identifying and resolving complex problems. With access to IBM cognitive technologies, you and the IBM technicians can quickly locate critical system information and provide answers to urgent questions.



Choose from flexible committed service-level options

With IBM's wide range of available committed service levels, you can specifically select the most suitable response times that best meet the conditions and requirements of your business. When you select faster response times, your calls will be prioritized above other calls already in the queue for faster diagnosis and immediate repair action. Committed services are available upgrades that enhance the level of service for hardware under a warranty or maintenance agreement.²

There are three types of upgrades:



Contact time

The measure of time between your service request and the time an IBM representative contacts you as a first step of problem determination or resolution



Onsite response time

The measure of time between your service request and the arrival of the IBM service representative at the specified location



Fix time

The measure of time between your service request and the time it takes to repair the machine to its technical specifications



Committed service-level options³

Hours of coverage	Response type	Response time
24x7	Contact time	1 hour
24x7	Onsite response time	1 hour
24x7	Fix time	72 hours 48 hours 24 hours 12 hours 8 hours 6 hours 4 hours

IBM Software Maintenance

Foster interoperability through comprehensive maintenance

Interoperability is key for business applications to run properly, and updating hardware may also entail software updates. IBM Software Maintenance services, also known as subscription and support, provides subscriptions, fixes and new code defect support for Power Systems operating systems, IBM Storage system software and associated IBM software products. With access to IBM Entitled Systems Support or IBM Fix Central proprietary tools, IBM Software Maintenance is designed to provide comprehensive coverage for software license acquisition, product upgrades and remotely delivered technical support. Subscriptions give entitlement to product upgrades, fixes and fix packages. Support includes access to new code defect support from IBM labs and development teams. IBM provides remote software support, usage advice, guidance and defect support that's available 24x7 for Severity 1 mission-critical problems.

Help reduce costs and enable more predictable maintenance costs

IBM offers flexible service options so that you can save, time and resources by paying only for what you need, allowing for more predictable budgeting of maintenance support costs. With our proprietary tools and innovative technologies, we can help you save time and effort through predictive preventive maintenance and automatic problem resolution.

IBM's global and local service delivery is available in more than 130 countries, and we operate around 487 parts centers with IBM and third-party parts. For hardware services, our team responds to and fixes problems 94% of the time on the first call.⁴ Our global support model helps provide service availability, increased business efficiency and reduced internal training costs. It also helps provide a competitive advantage for multinational or global expansion.

Newer IBM Power and IBM Storage products may include IBM Expert Care, a tiered support model enabling organizations to choose support options at the time of purchase. Expert Care includes IBM Hardware Maintenance options and may also include options for including number of years of support,



response times from initial contact to fix and potential to include proactive care. Refer to IBM Expert Care conditions if the product you are purchasing includes IBM Expert Care.

Bridge your skill gaps and free in-house IT staff for more strategic tasks

IBM delivers a holistic set of hardware and software support services that help identify dependencies across your entire IT portfolio. We provide an onsite worldwide comprehensive training database to help dispatch the right skills. We also set up user groups in which information and ideas can be exchanged. You'll have access to Q&A and how-to support for insight and information on how to maximize the use of your assets and incorporate new technology into your environment. With reliable 24x7 support, your in-house IT staff can save time addressing problems and focus on strategic business- critical goals to generate new streams of revenue and improve customer satisfaction.

Conclusion

With access to multiple proprietary cognitive and analytical tools, IBM can provide preventive maintenance services to help reduce or mitigate unplanned downtime and outages. IBM can serve you with single-source support, from reporting to resolution, while offering flexible maintenance service options to address your specific needs. You can purchase maintenance services during the warranty period or even after the warranty period lapses. With IBM support services, you can unburden your in-house IT staff so that they can focus on your competencies and business priorities that continue to move your business forward in today's dynamically changing world.

Why Technology Lifecycle Services?

IBM Technology Lifecycle Services professionals have deep expertise in the technology industry. Our experts support over 19,000 IBM and other original equipment manufacturer hardware and software products. IBM's worldwide reach allows us to deliver a holistic set of hardware and software support services that help identify dependencies across your IT portfolio. IBM's demonstrated history of service, technical support and reliability, combined with access to IBM product development and engineering labs, helps provide efficient advice and problemsolving. You can count on IBM Technology Lifecycle Services to keep your mission-critical systems running smoothly 24x7.

IBM

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A glowing blue cube is positioned in the center of the image. Inside the cube, there are two stylized cloud icons, each with a pixelated or digital texture. The cube is surrounded by a network of thin, glowing blue lines that connect to various points on the circuit board below. The background is a dark, detailed image of a computer circuit board, with various components and traces visible. The overall lighting is dark with a strong blue glow emanating from the cube and the circuit lines.

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

Service Definition Document

Email: ukcat@uk.ibm.com

Contact: Anne-Marie Wheeler

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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.

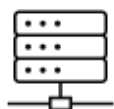
IBM offers professional services across today's hybrid cloud and enterprise IT data centers, focusing on leading third-party vendors to plan, deploy, optimize, and refresh IT infrastructure.

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



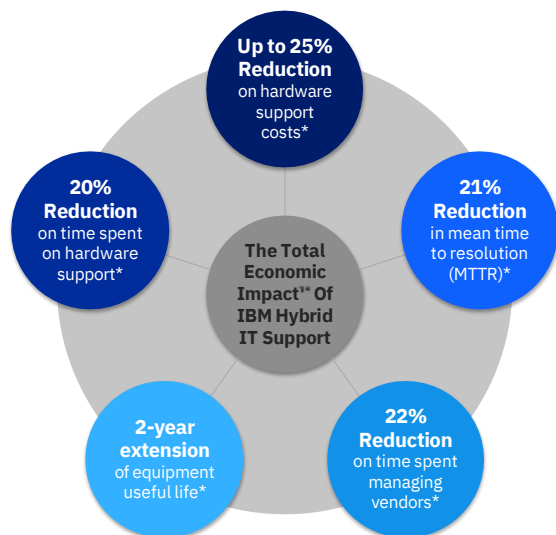
- Check Point Software Technologies
- Cisco Systems
- F5
- Fortinet
- Juniper Networks
- Palo Alto Networks

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](#)





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A glowing blue cube is the central focus, resting on a dark, intricate circuit board. The cube's faces are translucent, revealing glowing blue cloud icons with pixelated patterns inside. From the base of the cube, several vertical lines of light extend downwards into the circuitry. The background is a dense, out-of-focus grid of circuit components, creating a sense of depth and technological complexity.

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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

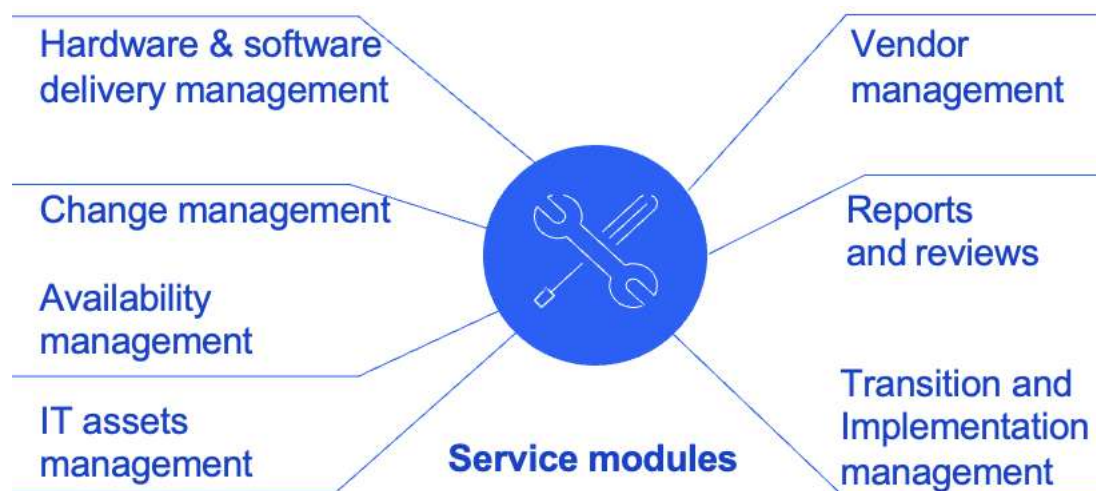
Short term projects

- 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



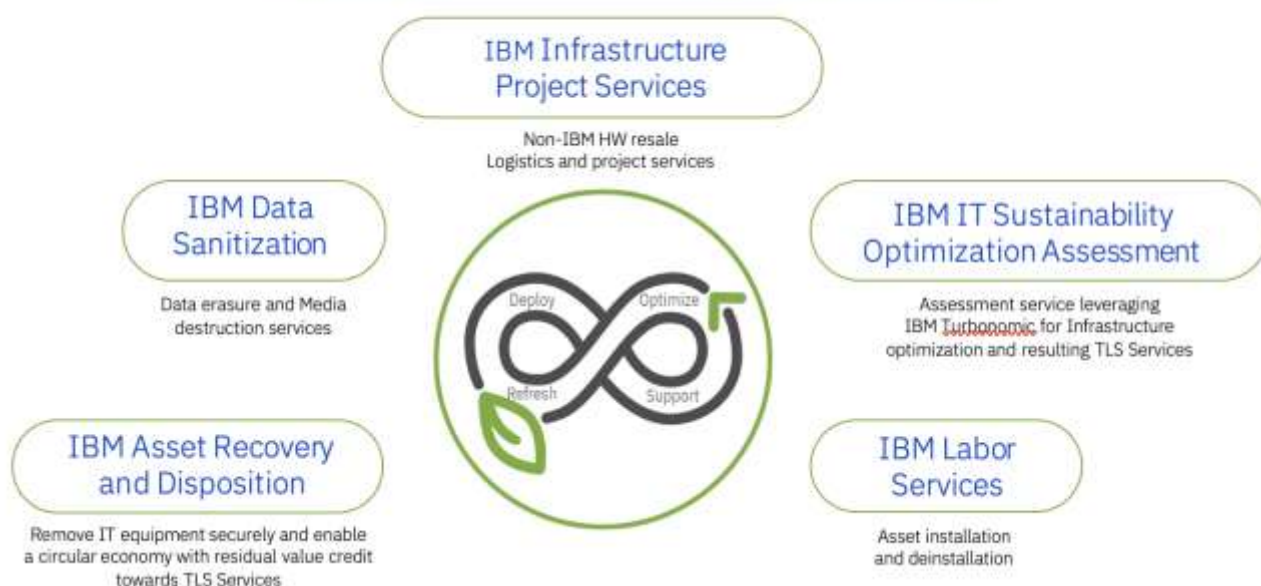
Security - Configuration Based Threat Assessment



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

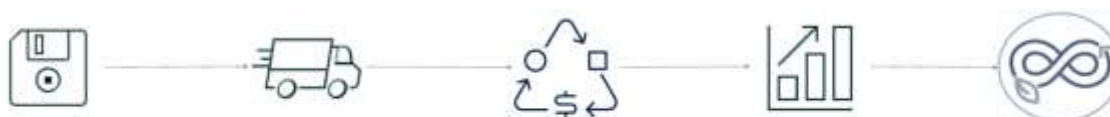
Drive infrastructure resource optimization, reduce energy consumption and carbon footprint with insights from IBM Turbonomic

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

IBM Media/Data Destruction Services

IBM offers Media Destruction Services to permanently erase data or destroy media assets that contain sensitive personal data, as well as provide ethical disposal of electronic waste, utilizing IBM's network of certified and credential suppliers.



Software Project Services

IBM TLS can deliver various services and solutions for a number of open-source and proprietary software. Specific requirements are analysed on an individual basis.





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A glowing blue cube is centered in the upper half of the image. Inside the cube, two stylized cloud icons are visible, each composed of a blue outline and a pixelated blue interior. The cube sits on a dark, intricate circuit board that fills the background. The circuit board features various components, including integrated circuits, capacitors, and a dense network of gold-colored traces. The overall lighting is dark with a strong blue glow emanating from the cube and its base.

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IBM – Support & Maintenance for Third-Party Oracle
Software & Hardware (Legacy & Current)

Service Definition Document

Email: ukcat@uk.ibm.com

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IBM – Support & Maintenance for Third-Party Oracle Software & Hardware (Legacy & Current)

A cost-saving strategic approach designed to tackle complexity and mitigate downtime.

Highlights

- Customized Support.
- Beyond break/fix support for your Oracle Software.
- Customization with a concierge approach reduce the costs and the time spent managing vendors.



Many organizations today are looking for ways to run their transformational journey on their own terms and requirements all while maintaining high service quality. Companies need proactive and customizable support to fit their unique IT environments and to reach their IT infrastructure goals. Our combined knowledge of business and industry, along with our IBM® Technology Lifecycle Services, can help you establish an IT infrastructure that's designed to be secure, reliable and ready for AI and hybrid cloud.

Customized Support

Whether you are working in a traditional IT environment, a hybrid cloud environment or are in the midst of digital transformation, IBM support for Oracle software can help you to keep your legacy Oracle environment current. When it's time to renew your support contract you can decide to access IBM's deep technical support skills for Oracle database and middleware applications. To help you maintain legacy software and mitigate the need for unwanted upgrades, our support service provides continued support for your current software version, mitigating the need for rushed upgrades or migrating to the cloud before you are ready. IBM Technology Lifecycle Services can provide a single source of support for your growing software environment as well as your IBM and OEM hardware like Oracle Exadata. Support consolidation can reduce support costs so clients can redirect their budgets and resources to other initiatives with high value-add for their business. IBM support for Oracle software is tailored specifically to each client's needs helping maintain predictable costs in the long term.

Beyond break/fix support for your Oracle Software

With IBM's support for Oracle software, you get a trained team of specialized engineers and highly personalized services. Dedicated to the improvement of your Oracle support experience, a single source of technical support shifts the focus from a reactive to a proactive model custom-tailored to the client's environment. IBM Technical Consultants share best practices to mitigate future expenses whether



you're maintaining legacy software or migrating to a new version. Regardless of what system you have, we keep security top of mind. Security is a multilayered and complex topic and it's not addressed by patching alone. During onboarding, IBM provides a proactive approach with a security assessment and a personalized list of recommendations on how your environment can be secured. IBM also provides notifications about known cybersecurity vulnerabilities seen in the global IT environment and provides advice on mitigating and preventing cyberattacks. Clients will be subject to the Oracle End User License Agreement (EULA) currently in place for the product which they have downloaded/purchased.

Customization with a concierge approach

IBM Technical Consultants help to develop a technical strategy for your current environment utilizing a personalized service model with a concierge approach. IBM provides access to a dedicated team of senior engineers with the expertise to support your environment, ensuring faster response times for critical issues. Since most enterprise software is customized and interconnected with external systems and technology, Technical Consultants work with your custom code to provide troubleshooting and debugging support with recommendations for resolution. As trusted advisors to your IT department, our dedicated team of senior engineers will provide a standardized maintenance approach to help reduce downtime, freeing up the IT staff for more strategic business goals.

Reduce costs and the time spent managing vendors

With data centers becoming more diverse in terms of the number of vendors, IT leaders can struggle to manage the complex vendor relationships that today's IT environments require while trying to reduce costs. The IBM-commissioned Forrester Total Economic Impact of Hybrid IT Support study found key benefits from multivendor support which can save clients time and money. Multivendor support from IBM reduced the time spent to manage vendors up to 22% and helped reduce hardware maintenance and support costs up to 25%¹. These benefits can help clients to leverage budgets and resources for other initiatives with higher value-add.

Conclusion

IBM can help you optimize performance and system availability to increase your return on your IT investments and advance your digital transformation while giving you access to our team of specialized engineers with experience and expertise who help close the skills gap of your in-house IT staff. IBM Support for Oracle Software can provide a cost-saving strategic approach to maintaining your hybrid cloud environment while addressing complexity and time to resolution that can be associated with Oracle technology. IBM provides access to experienced technicians in nearly 130 countries around the world who are ready to address your complex support issues.

Why IBM Technology Lifecycle Services?

IBM Technology Lifecycle Services professionals have decades of expertise in the technology industry. Our technical support specialists and consultants support over 22,000 IBM and other original equipment manufacturers, hardware, and software products. You can count on IBM Technology Lifecycle Services to help keep your mission-critical systems running smoothly 24x7.

For more information

To learn more about IBM Support for Oracle Software, please contact your IBM representative or IBM Business Partner®, or visit ibm.com/services/software-support.



1 [The Total Economic Impact™ Of IBM Hybrid IT Support](#), a commissioned study conducted by Forrester Consulting on behalf of IBM, January 2023.

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For more information

To learn more about IBM Support for Oracle Software, please contact your IBM representative or IBM Business Partner®, or visit ibm.com/services/software-support.



1 [The Total Economic Impact™ Of IBM Hybrid IT Support](#), a commissioned study conducted by Forrester Consulting on behalf of IBM, January 2023.

IBM

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IBM – Support for end of life Data Warehouses
(Exadata, Terradata, Netezza)

Service Definition Document

Email: ukcat@uk.ibm.com

Contact: Anne-Marie Wheeler



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IBM Support for Data Warehouses

+ IBM Support for Oracle® Exadata® IBM Oracle® Software Support

IBM Technology Lifecycle Services

THE SOLUTION

IBM is providing hardware and software (full stack) support services on Oracle Exadata. This support offering is designed to reduce support costs and to help your organization to achieve timely problem resolution. You only need to call IBM for remote and on-site support, parts and logistics.



[Click here to download the solution brief for more information](#)

THE BENEFITS

- 

Designed to reduce hardware + software support costs

25% Up to 25% Reduction on hardware support costs ¹
- 

Customized and responsive software support

20% 20% Reduction on time spent on hardware support ²
- 

Mitigate rushed software upgrades and migrations

2 years 2-years of extension of equipment useful life ³
- 21%** 21% Reduction in mean time to resolution (MTTR) ⁴

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G-Cloud 15 IBM - Technology Expert Labs Professional Services

Service Definition Document

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6. Tailored Approaches
7. Next Steps



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

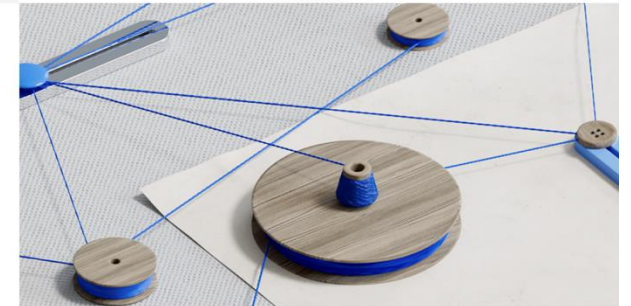
Dynamic team with experts for technical guidance and hands-on management of IBM technology for faster, more reliable results.



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 →](#)

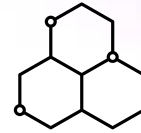
Protect data, systems, and applications from a wide range of current and emerging threats.

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

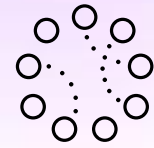
Lead with an expert: *on-demand*



Expertise *Connect*

Connect with the Technical Experts

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

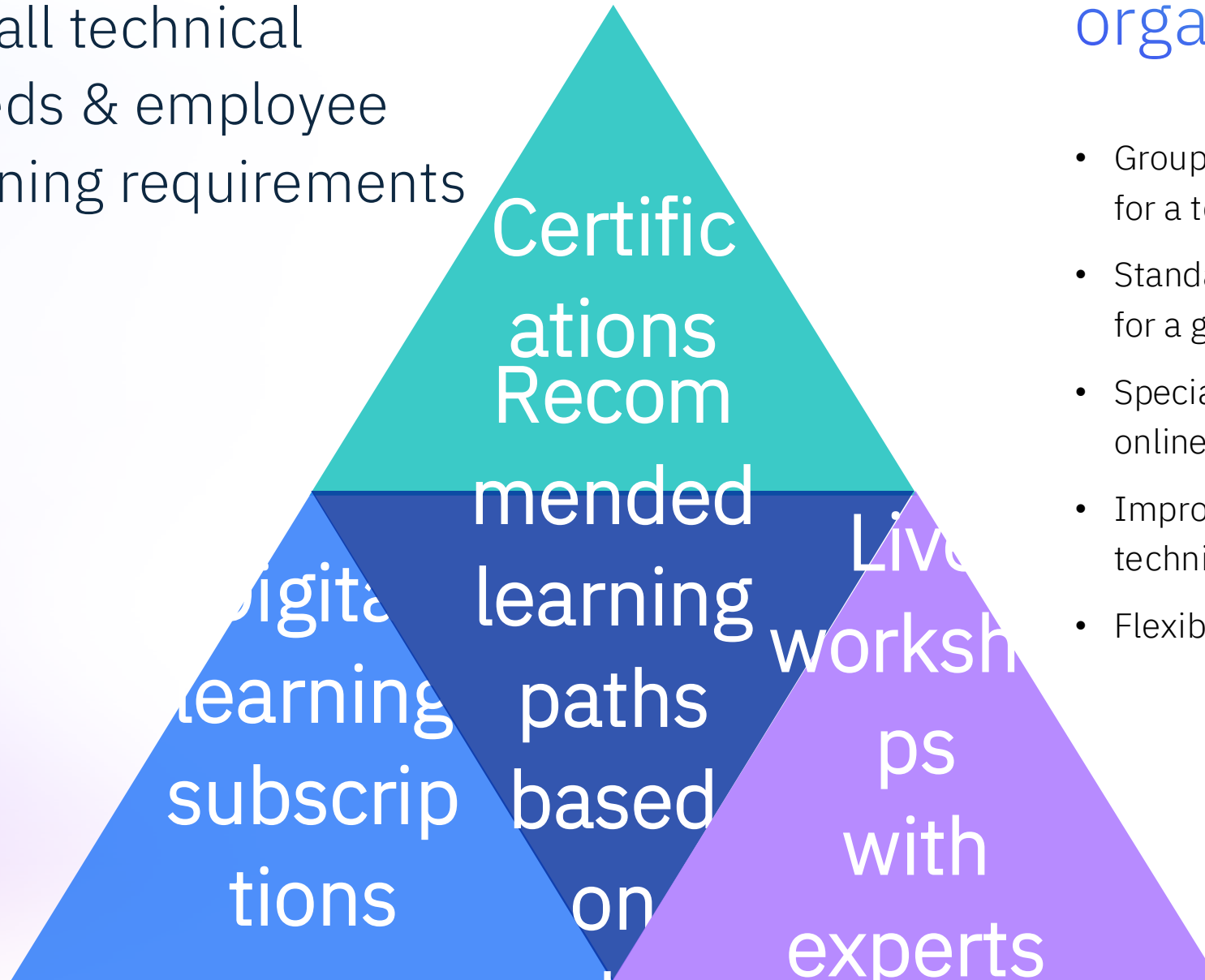


Essential *Management*

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



