

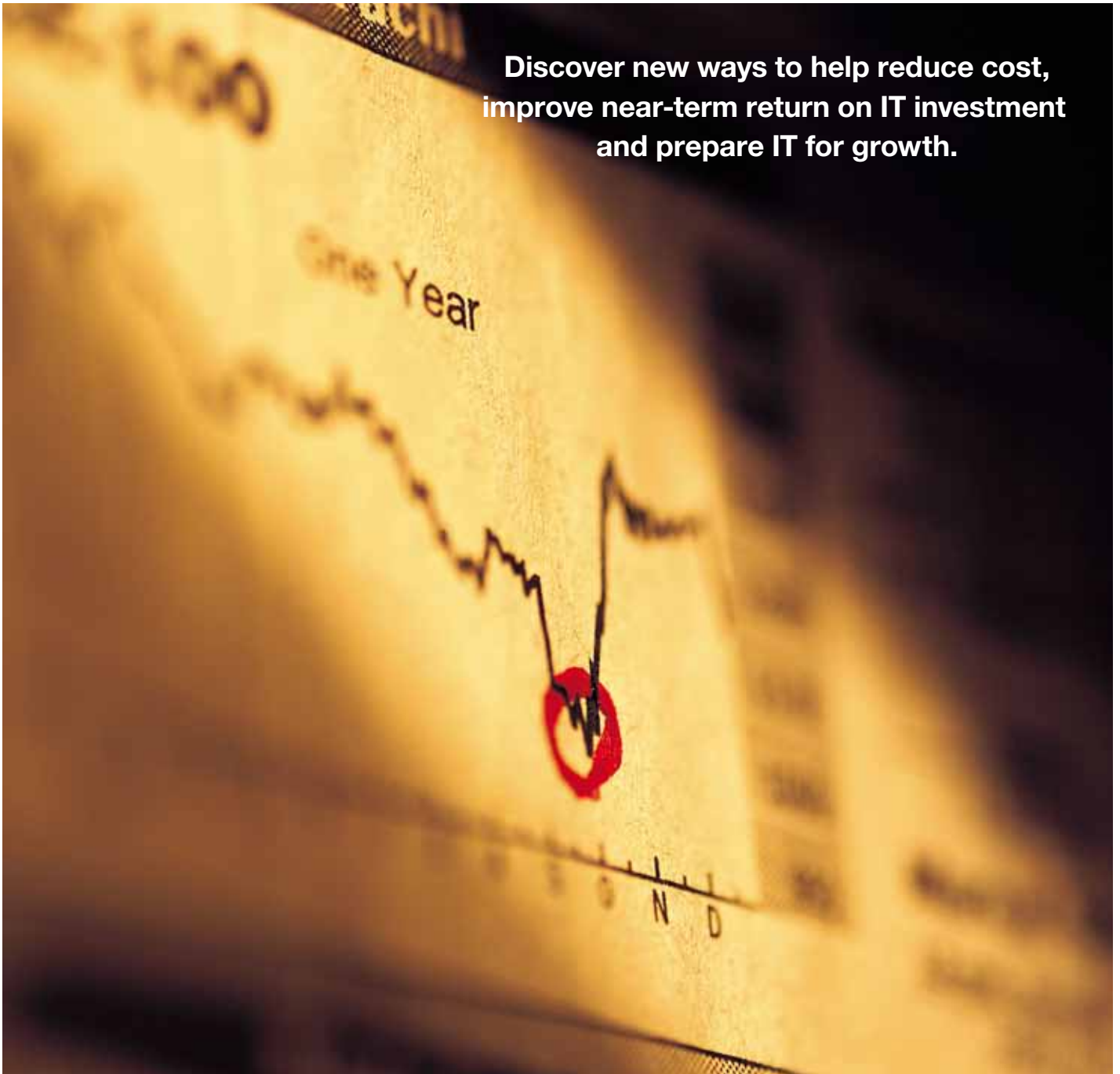
IBM Global Technology Services 2010/2011 Services Catalog



Put IBM to work for you.
IBM helps you do IT better, faster, smarter.



**Discover new ways to help reduce cost,
improve near-term return on IT investment
and prepare IT for growth.**



Contents

5 » A Message from our Executive

THE IBM GLOBAL SERVICES PORTFOLIO » **INSTALLING SERVERS AND STORAGE**

10 » IBM Server Implementation and Migration Services for Power Systems, System x and System z

11 » IBM Storage and Data Implementation and Migration Services

11 » IBM Data Mobility Services

THE IBM GLOBAL SERVICES PORTFOLIO » **OPTIMIZING SERVERS, DATA AND STORAGE**

14 » IBM Server Optimization and Integration Services

15 » IBM Storage Optimization and Integration Services

16 » IBM Information Protection Services

16 » IBM Smart Business Storage Cloud

17 » IBM Data Mobility Services

THE IBM GLOBAL SERVICES PORTFOLIO » **PLANNING AND IMPLEMENTING SERVICE MANAGEMENT**

20 » IBM Service Management Strategy and Design Services

20 » IBM Service Management Implementation Services

21 » IBM Smart Business Development and Test on the IBM Cloud

THE IBM GLOBAL SERVICES PORTFOLIO » **SUPPORTING END USERS**

24 » IBM Smart Business Desktop—Desktop Cloud Services

25 » IBM Smart Business End-user Support

THE IBM GLOBAL SERVICES PORTFOLIO » **DESIGNING AND PLANNING THE DATA CENTER**

28 » IBM IT Facilities Assessment, Design and Construction Services

29 » IBM Facilities Consolidation and Relocation Services

30 » IBM Facilities Cabling Services

THE IBM GLOBAL SERVICES PORTFOLIO » **CREATING A SECURE, RESILIENT INFRASTRUCTURE**

- 34 » IBM Information Protection Services
- 35 » Infrastructure Recovery Services
- 35 » Managed Resiliency Services

THE IBM GLOBAL SERVICES PORTFOLIO » **SECURITY SERVICES**

- 38 » Security risk assessment
- 38 » Intrusion prevention system management
- 39 » Payment Card Industry (PCI) security assessment
- 39 » Hosted email and web security
- 40 » Hosted vulnerability management
- 40 » Penetration testing
- 41 » Firewall management

THE IBM GLOBAL SERVICES PORTFOLIO » **NETWORKING AND COMMUNICATIONS**

- 44 » IBM Networking Strategy and Optimization Services
- 45 » IBM Network Integration Services
- 46 » IBM Converged Communications Services
- 46 » IBM Mobility and Wireless Services

THE IBM GLOBAL SERVICES PORTFOLIO » **MAINTAINING YOUR INFRASTRUCTURE**

- 50 » IBM Hardware Maintenance Services
- 51 » IBM Software Support Services
- 51 » IBM Managed Support Services

- 53 » IBM Global Financing
- 54 » Index of Offerings

A message from our executive

Dear IT Manager,

At IBM, we know your time is extremely valuable, so first of all thanks for taking the time to review our new catalog.

The IBM Services in this new catalog are geared to helping you balance the need to continue reducing costs, based on the still-uncertain economy. At the same time, we can help you position your company for growth as the business climate improves.

To make it easy to navigate and find services to meet your day-to-day needs in handling IT responsibilities, we've organized the catalog into the following chapters:

- Installing servers and storage*
- Optimizing servers, data and storage*
- Planning and implementing service management*
- Supporting end users*
- Designing and planning the data center*
- Creating a secure, resilient infrastructure*
- Networking and communications*
- Maintaining your infrastructure*

In the catalog, you'll see icons that communicate how the services featured can help in three key areas:

- Reducing IT costs*
- Improving productivity*
- Optimizing the IT infrastructure*

Whether you are installing a new server or just trying to get more out of your existing infrastructure or any of your IT initiatives, we hope this new catalog provides help -- as much or as little as you need -- to get your job done better, faster and smarter.

Sincerely,



Tim Bohling

Vice President, Marketing, IBM Global Technology Services, North America



Whether you are moving a server, installing new software or redesigning a complex data center, IBM can help you do IT better, faster, smarter. We have the best service professionals in the business, with advanced skills, unrivaled experience and proven, efficient methodologies. Explore this catalog to discover IBM IT Services and put our expertise to work for you.

Use these icons to identify the key business benefits that each service is designed to deliver:



REDUCE
COSTS



OPTIMIZE IT
INFRASTRUCTURES



IMPROVE
PRODUCTIVITY

Reduce costs—Services with this icon offer the support you need to identify cost savings while addressing your current business objectives.

Optimize IT infrastructures—Services with this icon can help you build a security-rich, high-performance and operationally efficient infrastructure.

Improve productivity—Services with this icon can help you position IT to drive efficiency and productivity across the organization.



INSTALLING SERVERS AND STORAGE

Quickly implementing your new server and storage technologies gives you a faster return on your investment. The challenge is usually a lack of available in-house staff to plan and perform the deployment. IBM can help provide the skills you need—as much or as little—to help provide a smooth and cost-effective server or storage system implementation. Unless the service includes hardware installation, no on-site visit is required. »

- *IBM Server Implementation and Migration Services*
- *IBM Storage and Data Implementation and Migration Services*
- *IBM Data Mobility Services*

» IBM Server Implementation and Migration Services for Power Systems, System x and System z

Many organizations don't have the resources to get IBM server systems — and advanced capabilities — up and running quickly with minimal impact to system users and business operations. These services can speed server implementation while potentially reducing disruptions and risks to ongoing operations.

Highlights

- Implements IBM Power Systems™, IBM System x® and IBM System z® servers and associated software while helping to minimize potential disruptions and risks to ongoing operations
- Includes assistance with planning, hardware and software implementation, configuration, and integration
- Offers an IBM global delivery model that provides access to world-class methods, tools and people, allowing you to rapidly deploy solutions virtually anywhere
- Provides experienced IBM specialists who use proven, repeatable methodologies to ease the transition to new servers and provide hands-on skills transfer

Duration

Typically one to six weeks, depending on the scope of the project.



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» IBM Storage and Data Implementation and Migration Services

IBM offers implementation services for disk systems, tape systems, storage software and network-attached storage to shorten the time to implement new storage technology or migrate data—all while helping to reduce risks.

Highlights

- Helps you:
 - Reduce risk when adding, upgrading or changing your storage infrastructure
 - Realize storage system solution benefits more quickly
 - Leverage your investments in IBM storage solutions
 - Keep applications and data available for business users
 - Reduce the need for skilled internal resources
- Uses proven methodologies and tools to help you quickly and effectively adopt the latest technologies
- Allows you to move stored data in your IBM-based infrastructure, across mixed-vendor environments and over distances—without disrupting application availability
- Offers many services on a fixed-scope and fixed-price basis, making them easy to understand and purchase

Duration

Varies from one-time-charge software licenses that can be installed in hours to onsite consultation services that can last from one week to more than six months.



» IBM Data Mobility Services

Data migration with IBM Data Mobility Services can help reduce the costs and risks of these IT initiatives by accelerating data migrations, lowering labor expenses, minimizing lease and maintenance overlaps, and virtually eliminating application outages. By accelerating the data migration, IBM can help you deploy smarter and more cost-efficient technologies with minimal disruption to your business in an open systems and mainframe environment

Highlights

- Helps you predict IT data center costs based on your data movement profile
- Enables in-house resources to focus on other key projects and reduce maintenance windows
- Provides a comprehensive solution for data migration with flexible pricing and fixed outcomes
- Provides non-disruptive heterogeneous storage data movement capability
- Streamlines data migration to help reduce disruptions to business operations in mainframe and open systems environments

Duration

Varies from one-time-charge software licenses that can be installed in hours to onsite consultation services that can last from one week to more than six months.





OPTIMIZING SERVERS, DATA AND STORAGE

Optimize your server and storage infrastructure to save money while supporting innovation and business needs. »

- *IBM Server Optimization and Integration Services*
- *IBM Storage Optimization and Integration Services*
- *IBM Information Protection Services*
- *IBM Smart Business Storage Cloud*
- *IBM Data Mobility Services*

» IBM Server Optimization and Integration Services

With these services, your organization can create a cost-effective, scalable, flexible and resilient server infrastructure to support your business applications. IBM service experts use industry-leading consolidation and virtualization practices and high availability based on IBM experience and intellectual capital to optimize your server performance.

Highlights

- *Helps:*
 - Consolidate and virtualize the number of servers in the infrastructure and lower total cost of ownership. The reduction can range from 30 to 70 percent and the payback, from 3 to 12 months
 - Secure the server environment and provide a more flexible and responsive IT infrastructure
 - Improve operational efficiencies and response times
 - Enhance and simplify systems management
 - Improve application performance and availability
 - Increase security, automation and access to critical business information and processes
 - Support lower software license fees and reduce maintenance fees

Duration

Typically two weeks to more than six months, depending on the scope of the project.



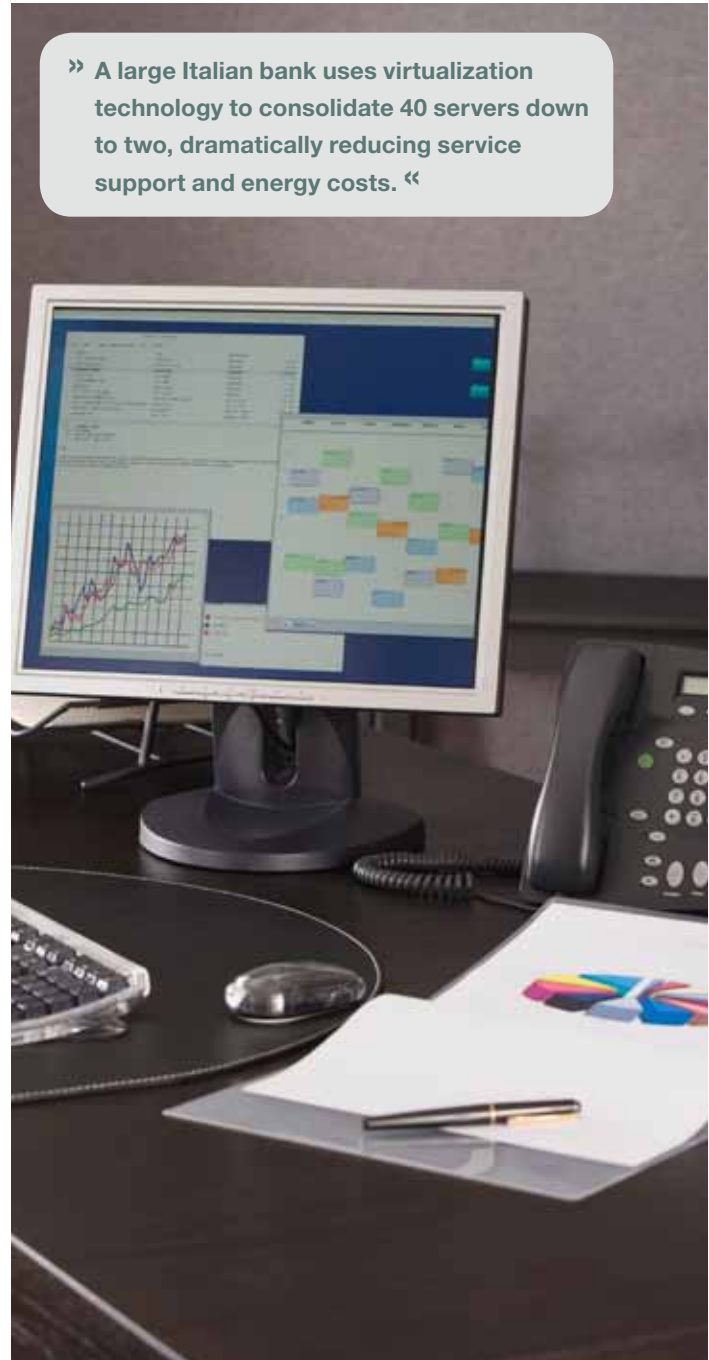
REDUCE
COSTS



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» Consolidate and virtualize to reduce the number of servers in your infrastructure and lower total cost of ownership, typically, 30 to 70 percent, with payback in the range of 3 to 12 months. «

» A large Italian bank uses virtualization technology to consolidate 40 servers down to two, dramatically reducing service support and energy costs. «



» IBM Storage Optimization and Integration Services

With these services, your organization can create a storage environment that helps optimize performance and reduce costs by reducing IT infrastructure complexity, controlling management costs and increasing adaptability.

Highlights

- Includes:
 - Services for global insight, transformation strategy, storage architecture and design, process excellence, storage consolidation and storage virtualization
- Consistent methodology and process for optimizing the storage environment to address customers business needs
- Offers an innovative services model that uses hardened tools, methods and software to provide outstanding value
- Provides results-oriented services that allow you to achieve near-term or strategic business results from your IT investment

» • **Virtualize and consolidate storage to reduce complexity and energy use while improving capacity and data management.**

- **Reduce total cost of ownership by 30 to 70 percent. Typical payback is from 8 to 24 months. “**

Duration

Two weeks to more than six months, depending on the scope of the project.



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» **Storage virtualization can significantly increase utilization, simplify management tasks and allow companies to defer the purchase of additional devices—even as data grows. “**

» **A leading Asian footwear manufacturer reduces operational costs with a scalable server and storage architecture — and improves performance and control. “**



» IBM Information Protection Services

Delivering high levels of security and availability, this suite of cloud-based services can help address stringent standards for data protection, business and systems continuity, disaster recovery, and regulatory compliance.

Highlights

- Offers services that:
 - Automatically back up data inside or outside the data center, from your servers, PCs and laptops wherever they are located to our secure and resilient data centers
 - Facilitates predictable operating expenses, lower capital expenses and reduced information protection costs using flexible, scalable cloud computing solutions
 - Helps you manage compliance requirements for changing business and industry-specific regulations
 - Support an automatic, security-rich data backup and recovery service, onsite or offsite, for servers and PCs
 - Enable the continuous availability of email systems and support email archiving policy management capabilities
- Provide an automated management engine that helps reduce human error in operational recovery
- Implement “pay-as-you-use” pricing

Duration

This is an annuity service; contract duration varies.

» U.S. Golf Association relies on IBM to protect 590 GB of critical data daily with high availability email recovery and hot-site services for data center and network environments. «



REDUCE COSTS



OPTIMIZE IT INFRASTRUCTURES



REDUCE COSTS



OPTIMIZE IT INFRASTRUCTURES



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» IBM Smart Business Storage Cloud

This service offers a storage-virtualization solution designed to support your storage optimization efforts. It enables rapid implementation of a scalable, global file storage system with flexibility in deployment and management options. It also provides a unified management platform to help reduce outages and storage management labor demands and costs, and advanced data replication for cost-effective business continuity and disaster recovery.

Highlights

- Helps reduce operating costs and total cost of ownership through storage consolidation, lowering costs by as much as 50 percent with flexible and secure cloud storage services. Typical payback is from 6 to 18 months
- Drives high utilization of storage, significantly reducing overhead costs
- Reduces end user IT support costs by as much as 40 percent
- Reduce operating costs by reducing provisioning cycle times from weeks to minutes
- Enhances innovation and productivity by facilitating simplified data access and improved scalability
- Offers ongoing management expertise to support your data storage environment

» A German university has implemented a scalable storage infrastructure that supports 30,000 students. «

Duration

This is an annuity service and the contract duration varies

For more information

To learn more, contact your IBM representative or IBM Business Partner, or visit: ibm.com/services/storage

» With fully managed data protection from IBM Information Protection Services, customers can achieve average savings of up to 40 percent, compared to an in-house solution. Our on-demand solutions enable faster time to implementation of proven backup, archiving and continuity strategies and improve your backup and recovery success rate, freeing your IT staff to focus on your core business needs. «



» Geoscience Australia has developed an infrastructure that provides efficient, fast access to 1.2 petabytes of research data. «

» IBM Data Mobility Services

This service offers asynchronous data replication capabilities for open systems and mainframe environments. Choose from a comprehensive lifecycle of consulting and implementation services that can help you easily define and execute your data movement projects while significantly improving cost efficiency.

Highlights

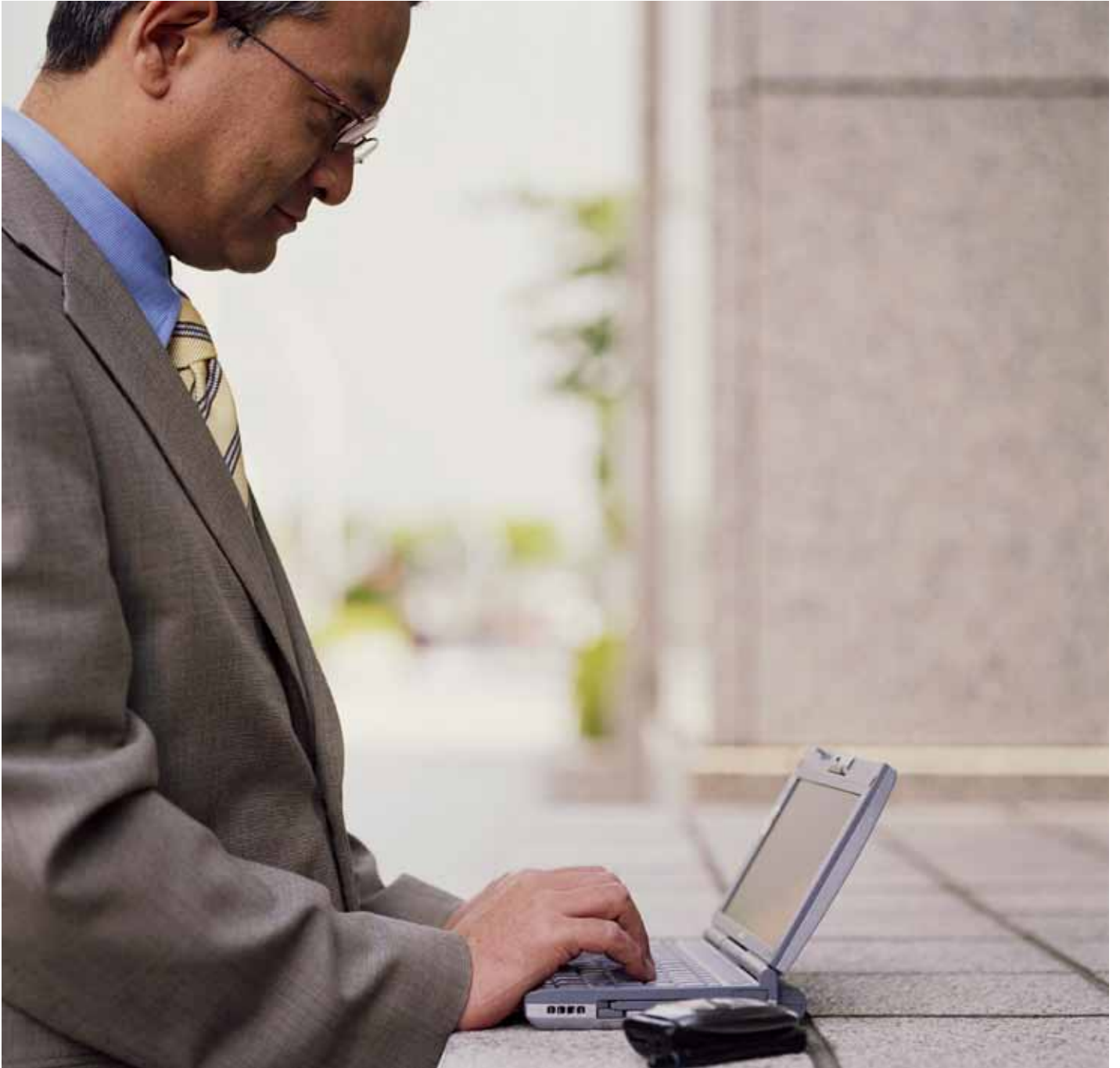
- *Maintains continuous application availability during data replication*
- *Supports local and distant data replication*
- *Delivers uncompromised data integrity*
- *Helps meet recovery time objectives and recovery point objectives*
- *Enables consolidated backups by replicating data to a central location*
- *Provides automatic recovery from network outages*

Duration

Varies from one-time-charge software licenses that can be installed in hours to onsite consultation services that can last from one week to more than three months.



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PLANNING AND IMPLEMENTING SERVICE MANAGEMENT

Get the most value from your investment and avoid the high costs and rework that can often result from inadequate service management implementations. IBM can help you unlock the potential of your infrastructure with service management services that allow a smooth flow of information from siloed applications to business processes throughout the enterprise. »

- *IBM Service Management Strategy and Design Services*
- *IBM Service Management Implementation Services*
- *IBM Smart Business Development and Test Cloud*

» IBM Service Management Strategy and Design Services

These services help align your IT capabilities and resources to better support your business goals and shift your focus from systems management to service management. Our consultants, architects and subject matter experts use the extensive IBM library of intellectual capital and assets to deliver a strategic roadmap that shows how IT can support long-term business requirements.

Highlights

- Helps improve business and IT integration, and enables continued evaluation of business priorities and IT delivery
- Identifies actionable service quality improvements that enable desired business outcomes within budget constraints
- Recommends ways to reduce operational costs and prioritize service management investments to support higher-value outcomes

Duration

Approximately one to twelve weeks depending on the scope of the project.



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» IBM Service Management Implementation Services

These services can help you implement an integrated set of systems management tools based on industry-leading software, process automation and IT Infrastructure Library® (ITIL®) best practices.

Highlights

- Provides comprehensive services that are customizable to address your needs
- Helps improve control over IT service delivery and aligns it with business objectives
- Includes proven methodologies and accelerator tools to help achieve deployment faster and more cost-effectively
- Leverages automated, integrated processes to improve resource management, asset management, change management and service management
- Uses ITIL best practices to help you develop a framework that guides your adoption of IT service management
- Helps build a more resilient IT enterprise — one that can accommodate change while minimizing system failures or other unexpected side effects

Duration

Typically four to six weeks.



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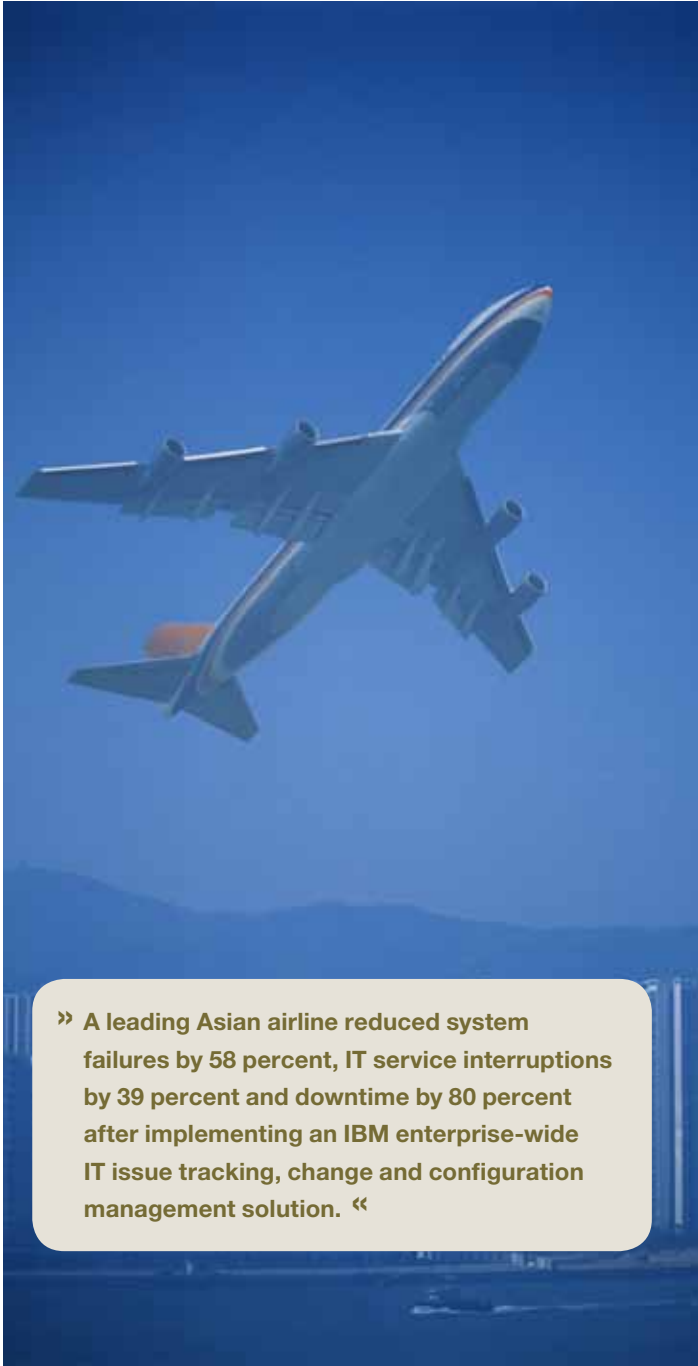


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» • Use system management tools such as IBM Tivoli® and IBM Maximo® to optimize service delivery and responsiveness.

- Reduce costs by as much as 30 percent.

- Nearly 40 percent of organizations achieve payback in a year. “



» **A leading Asian airline reduced system failures by 58 percent, IT service interruptions by 39 percent and downtime by 80 percent after implementing an IBM enterprise-wide IT issue tracking, change and configuration management solution. “**

» IBM Smart Business Development and Test on the IBM Cloud

This service offers rapid access to development and testing resources—as you need them. When you use resources on the IBM Cloud, you have no infrastructure to maintain. You can avoid up-front, capital expenses and reduce overall operating costs. You can also set up new testing environments in minutes instead of weeks—and improve the quality of testing by minimizing configuration errors.

Highlights

- Reduce IT labor costs up to 50 percent by:
 - Automated provisioning, eliminating manual configuration, operations, management and monitoring
 - Reducing labor associated with approvals
 - Reducing labor for image maintenance, driven by image standardization
- Reducing capital expenditures up to 75 percent for services by:
 - Provisioning services, network, hardware and software as needed
 - Reduction in software licensing costs
 - Automated usage metering and billing
- Facilitate collaboration and quality development using standardized configurations
- Provide access to the IBM Rational suite of development tools for clients to use—or just try—in their development environment

Duration

Typically less than two weeks, though more strategic design can take longer



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OPTIMIZE IT INFRASTRUCTURES



IMPROVE PRODUCTIVITY

» **A large financial services provider uses cloud computing to efficiently develop, test and deploy new business applications. While, in another case, a Fortune 30 telecommunications company has partnered with IBM to improve test center efficiency and quality, while lowering cycle time. “**



SUPPORTING END USERS

Help end users become more productive and collaborate — from any place, at any time. Redundant devices, inefficient processes and increasing security risks not only waste valuable resources, but can even compromise the entire business — when what you really need is more time to respond to challenges and opportunities. IBM end user services help your organization compete in the global marketplace and reduce your IT costs in the long term. »

- *IBM Smart Business Desktop — Desktop Cloud Services*
- *IBM Smart Business End-user Support*

» IBM Smart Business Desktop— Desktop Cloud Services

These services can provide “anytime, anywhere” access to applications, information and resources by restructuring your distributed IT architectures into simplified, open standards-based frameworks.

Highlights

- *Helps you reduce IT costs and complexity while increasing flexibility and control*
- *Connects users to platform-independent applications and full client images running in virtual machines*
- *Delivers a common, security-rich, scalable and resilient IT infrastructure*
- *Provides users with single-point, consistent access from almost any device*
- *Offers message-based, real-time intelligence and aware components to help deliver dynamic scalability and load balancing*
- *Helps reduce storage requirements—by as much as 80 percent*
- *Enables higher productivity by freeing users from PC IT support tasks*

Duration

May include short-term implementation and consulting services ranging from one to two months; annuity services arrangements vary.



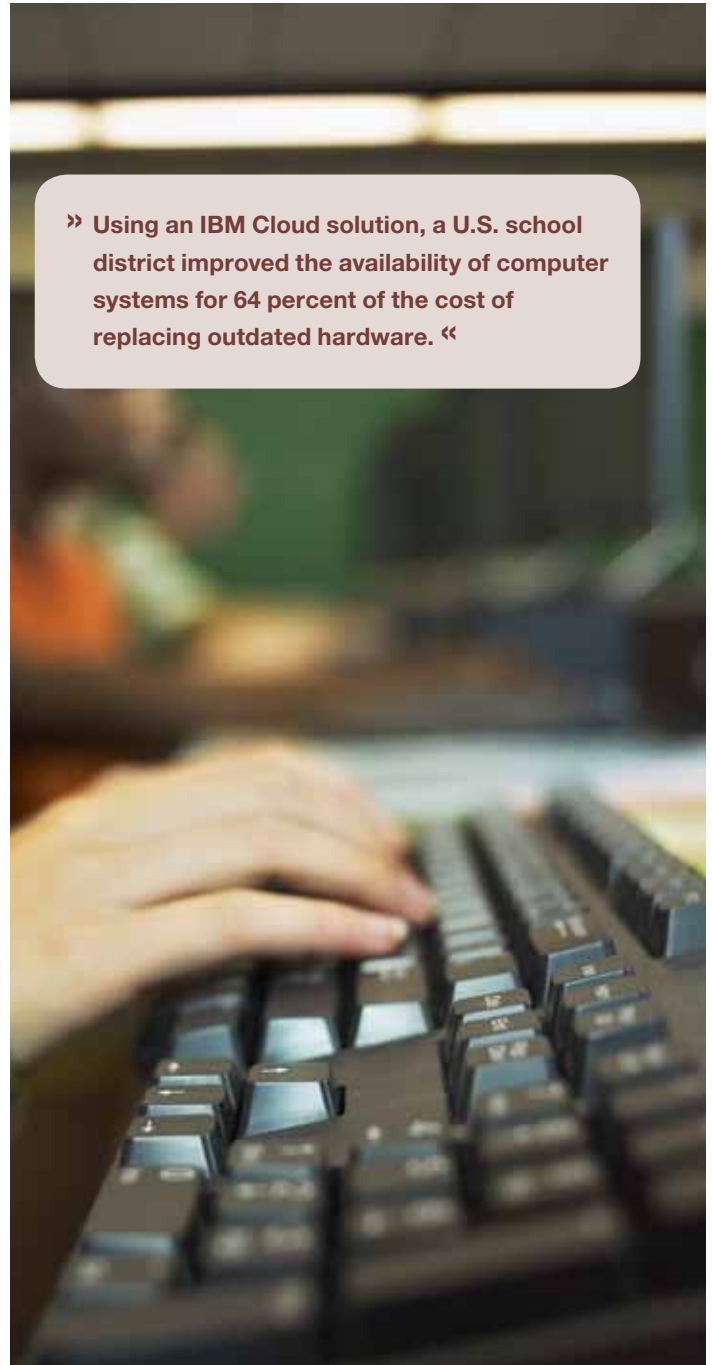
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COSTS



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INFRASTRUCTURES

- » • **Save from 15 to 40 percent of the total cost of end user support (including desktop support, security, power and more) by using virtual desktops hosted in the data center and accessible from anywhere.**
- **Reduce costs by as much as 30 percent.**
- **Achieve payback in 8 to 18 months, on average. “**

» **Using an IBM Cloud solution, a U.S. school district improved the availability of computer systems for 64 percent of the cost of replacing outdated hardware. “**



» IBM Smart Business End-user Support

This service is an Internet-based solution that enables end users to resolve support issues using a leading-edge knowledge database that delivers a comprehensive, personalized, multichannel experience, in multiple languages, through a single, easy-to-use interface.

Hosted by IBM and delivered globally as a managed service, the Self Enablement Portal uses the IBM Cloud computing model. Implementing the solution on the IBM Cloud enables a highly flexible and scalable IT service delivery infrastructure to help keep pace with the dynamic global needs of your business.

The offering is available on a “per user” monthly charge and can also provide knowledge and call management integration, as well as password management. The Self Enablement Portal is a key part of IBM’s proven approach of significantly reducing service desk costs and improving customer satisfaction.

Highlights

- *Enables higher resolution of incidents and problems at first contact*
- *Provides predictable pricing for lower end-user support costs*
- *Allows you to use state-of-the-art infrastructure and tools without having to manage them*

Duration

This offering is available on a per-user basis and may include short-term implementation and consulting services ranging from one to two months; monthly pricing will vary by service implementation.



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DESIGNING AND PLANNING THE DATA CENTER

Help plan, design and build flexible, cost-effective and energy efficient data centers and facilities — including IBM turnkey cabling solutions. »

- *IBM IT Facilities Assessment, Design and Construction Services including IBM Data Center Family™ Solution*
- *IBM Facilities Consolidation and Relocation Services*
- *IBM Facilities Cabling Services*

» IBM IT Facilities Assessment, Design and Construction Services

IBM Data Center Family™ solutions include modular data center solutions which use standardized, efficient designs that can align your capital and operational spending to IT requirements. So you pay only for what you need, when you need it.

Highlights

- Optimize costs around energy efficiency:
 - 60 percent of the capital costs are related to energy and only 10 percent to the floor space making energy efficiency a key design criteria
 - Data center operating costs are three to five times the capital costs and 75 percent of the operating costs are energy related
- Building in small increments allows you to “pay as you grow” building what you need, when you need it allowing enterprise data centers to defer up to 40 percent capital costs and up to 50 percent operational costs until it is needed
- Mid-size clients can save 15-25 percent lower costs than traditional data centers with up to 25 percent less capital costs and up to 15 percent less total operational costs

Duration

Two to three months for mid-size data centers depending on the scope of the project and 25 percent less time for enterprise class data centers.



REDUCE COSTS



OPTIMIZE IT INFRASTRUCTURES



IMPROVE PRODUCTIVITY

» GIB Switzerland reduces 90 percent of its data center energy, saving 130 tons of carbon emissions. «

» Columbia University was able to double their IT capacity with virtually no increase in energy consumption with a scalable modular data center. «



» IBM Facilities Consolidation and Relocation Services

These services are designed to migrate applications, data, and IT equipment between data centers while reducing risk and providing a seamless transition for end users. We use a multiphase, consulting-based approach to support smooth transitions and future-ready environments that enable you to deliver better performance to users.

Highlights

- *Deliver seamless transition to end users:*
 - *Identify which assets need to be moved*
 - *Ensure dependent applications and equipment move and come on-line together*
 - *Migrate data on-line almost instantaneously to meet application availability requirements*
- *Reduces risk:*
 - *Remediate unsupported environments for the move*
 - *Rehearse move and fall back plans to identify and solve potential issues*
 - *Implement a move day command center to address unforeseen issues*
 - *Use experienced relocation project managers to reduce project uncertainties*
- *Leverage the relocation to reduce infrastructure costs:*
 - *Standardize the IT environment before the move*
 - *Replace up to 30 percent of end-of-life assets*
 - *Reduce storage management costs by 10 to 25 percent*

Duration

One to nine months, depending on the scope of the project.



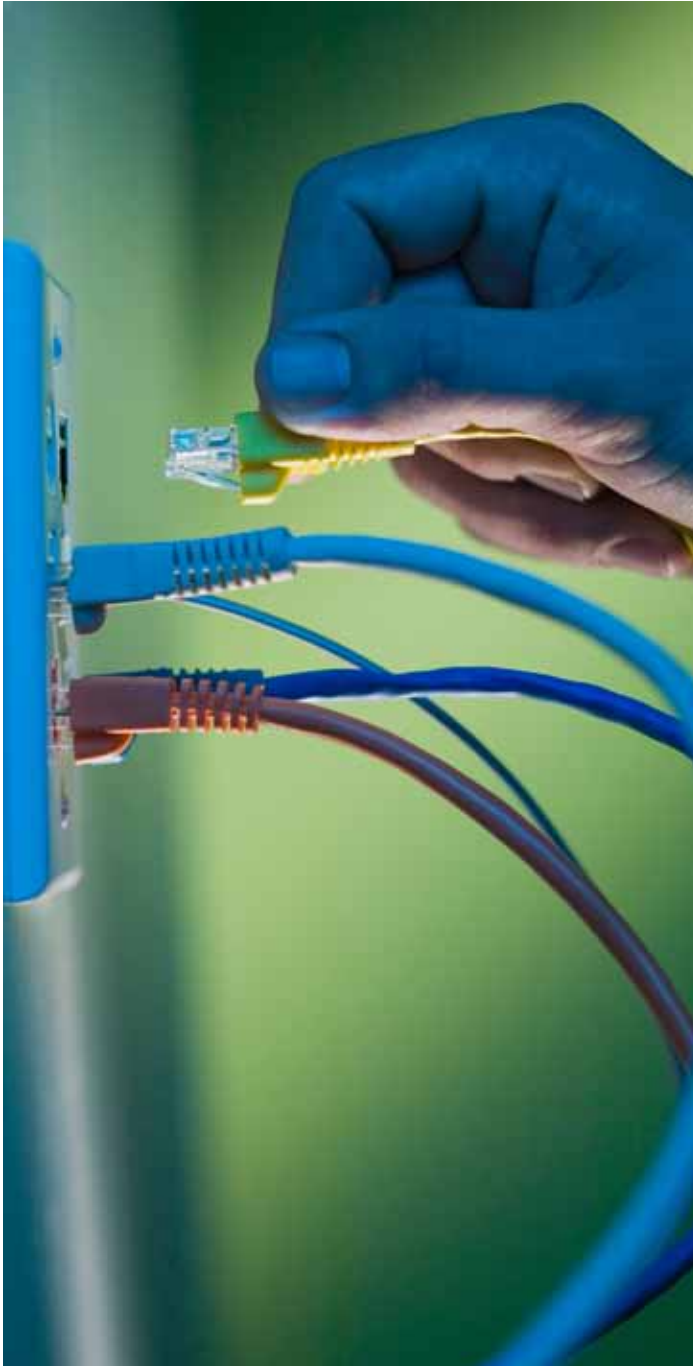
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COSTS



OPTIMIZE IT
INFRASTRUCTURES

- » • **A large U.S.-based waste disposal and recovery provider, needed to implement an energy-efficient, scalable and resilient data center and relocate equipment in just over four months**
- **The migration process itself went smoothly**
- **A number of users said, “This project seemed like it was flawless and went just like we told the users it would go.” “**

- » • **A mid-sized telecommunications firm moves to a larger, easier-to-manage data center without interrupting critical operations thanks to IBM**
- **Relocated client operations seamlessly, avoiding any outages or interruptions while migrating to a new IT architecture**
- **Established common IT standards that streamline management operations and enable automation of routine tasks**
- **Simplified the rollout of new server hardware, reducing the process from two weeks to less than one day “**



» IBM Facilities Cabling Services

This turnkey service provides comprehensive planning as well as onsite consultation, installation and integration of a fiber optic cabling infrastructure to help reduce data center costs while supporting optimal system availability.

Highlights

- *Helps increase the service level and availability of your data center*
- *Streamlines unmanageable clogs of underfloor cabling that contribute to excessive heat buildup*
- *Provides more reliable, faster and less disruptive moves, adds and changes*
- *Offers IBM cabling systems that are prefitted with connectors at the manufacturing stage*
- *Includes direct-attach trunking to help eliminate long jumper cables, reducing underfloor congestion and enabling better airflow*

Duration

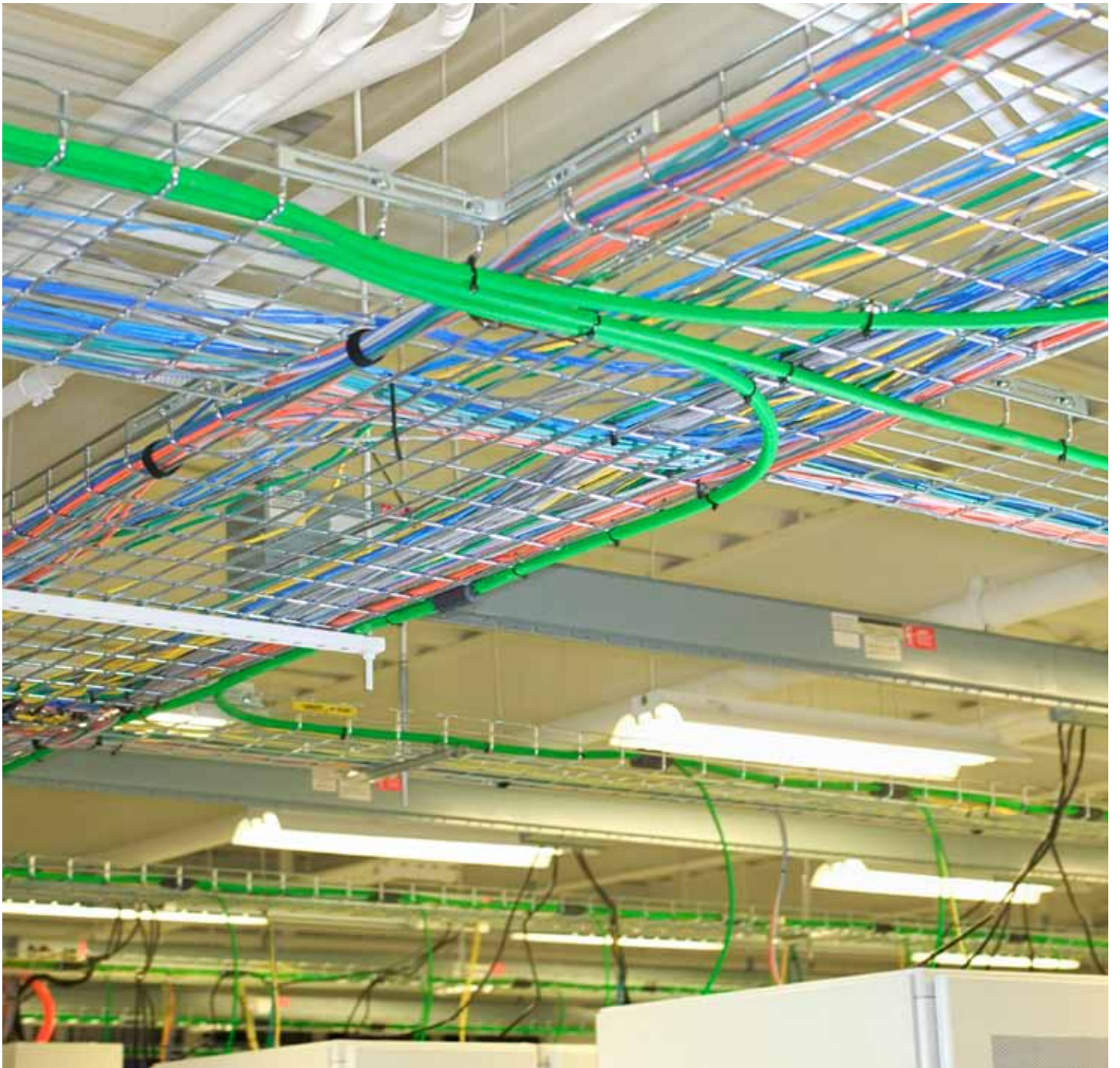
One to six weeks, depending on the scope of the project.



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OPTIMIZE IT
INFRASTRUCTURES





CREATING A SECURE, RESILIENT INFRASTRUCTURE

Maintain business operations under virtually any conditions with the ability to protect your IT infrastructure from threats and gain the ability to recover from disasters. »

- *Business Continuity and Resiliency Services*
 - *IBM Information Protection Services*
 - *Infrastructure Recovery Services*
 - *Managed Resilience Services*
- *Security Services*
 - *Security risk assessment*
 - *Intrusion prevention system management*
 - *Payment Card Industry (PCI) security assessment*
 - *Hosted email and web security*
 - *Hosted vulnerability management*
 - *Penetration testing*
 - *Firewall management*

» IBM Information Protection Services

Delivering high levels of security and availability, this suite of cloud-based services can help address stringent standards for data protection, business and systems continuity, disaster recovery, and regulatory compliance.

Highlights

- Offers services that:
 - Automatically back up data inside or outside the data center, from your servers, PCs and laptops wherever they are located to our secure and resilient data centers
 - Facilitates predictable operating expenses, lower capital expenses and reduced information protection costs using flexible, scalable cloud computing solutions
 - Helps you manage compliance requirements for changing business and industry-specific regulations
 - Support an automatic, security-rich data backup and recovery service, onsite or offsite, for servers and PCs
 - Enable the continuous availability of email systems and support email archiving policy management capabilities
- Provide an automated management engine that helps reduce human error in operational recovery
- Offer “pay-as-you-use” pricing

Duration

This is an annuity service; contract duration varies.



REDUCE COSTS



OPTIMIZE IT INFRASTRUCTURES

» With fully managed data protection from IBM Information Protection Services, customers can achieve average savings of up to 40 percent, compared to an in-house solution. These services also enable IT departments to meet stricter recovery time objectives and achieve backup success rates of up to 99.8%. “



» The United States Golf Association depends on IBM to protect 2,000 GB of crucial data every day, using high availability email recovery and hot-site services for both data center and network environments. “

» Infrastructure Recovery Services

By helping to recover your infrastructure, keep crucial employees online, and maintaining open and effective communications across your organization during a disruption, these services can help you protect your business operations — and your public image.

Highlights

Provides:

- Resiliency centers located across the United States, Canada — and throughout the world — for testing, disaster declaration and work area recovery
- A proven track record of recovering 100 percent of our clients' resources once a disaster was declared
- Comprehensive, flexible recovery options tailored to address your specific technical and business requirements
- Help with addressing lost employee productivity during a disruption, limiting revenue loss and supporting regulatory compliance requirements
- Support for employee assistance, crisis communications, and infrastructure repair and replacement in the event of a crisis

Duration

This is an annuity service; contract duration varies but is typically 36–60 months.



OPTIMIZE IT
INFRASTRUCTURES



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» Managed Resiliency Services

Optimize your IT infrastructure to enhance resiliency, ensure continuous availability and promote faster, more effective disaster recovery at reduced costs. Through robust recovery and resiliency capabilities, IBM Managed Resiliency Services can help balance your IT staff workloads, reduce application and system downtime, reduce data loss, and manage operational expenses and service level agreements.

Highlights

- Helps manage risk by facilitating continuity of operations during outages to protect data, applications and critical systems
- Facilitates predictable operating costs, while helping to mitigate financial losses due to disruptions
- Addresses IT infrastructure complexity and compliance requirements through flexible, scalable solutions

Duration

Two weeks to twelve months, depending on the scope of the project.



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» A large real-estate company in Japan reduced its recovery time with IBM Infrastructure Recovery Services. The organization estimates that it can now get its business systems up and running in less than two hours after an outage — a dramatic increase over the previous timeframe of one month. “



SECURITY SERVICES

IBM helps you reduce the cost and complexity of risk management with a comprehensive portfolio of world-class managed, cloud-based security services and consulting services powered by the world renowned IBM X-Force security research and development organization. »

» Security risk assessment

This service provides a better understanding of current strengths and weaknesses and lack an adequate plan for tackling security risk management. A cost-effective and efficient assessment service delivers a comprehensive, detailed assessment of your business, IT and physical security risks.

Highlights

- *Helps to identify and mitigate security exposures with a comprehensive assessment of your security strengths and weaknesses*
- *Enables business-aligned security controls to support managing regulatory compliance*
- *Helps to reduce costs and complexity of security management, and support new business initiatives*
- *Helps deliver a comprehensive, detailed assessment of your business, IT and physical security risks*
- *Documents challenge areas and gaps in key controls, and provides the ability to use the Modulo Risk Manager software*
- *Makes recommendations and includes an action plan for improvements that can help mitigate security risks*

Duration

Contract duration varies.



REDUCE COSTS



OPTIMIZE IT INFRASTRUCTURES

» Intrusion prevention system management

These services are designed to protect networks and servers against threats and unauthorized intrusions from both internal and external sources. These services support intrusion detection and prevention systems (IDS and IPS) devices from multiple vendors and can improve security posture and reduce the complexity of your security environment at a fraction of the cost of in-house solutions. With IBM Managed Security Services, clients gain 24x7x365 expertly monitored and managed intrusion detection and prevention for networks and critical applications.

Highlights

- *Provides expert 24x7x365 protection against threats and unauthorized intrusions from internal and external sources*
- *Helps reduce security-related staffing, training, maintenance and infrastructure costs, for a lower total cost of ownership*
- *Supports intrusion detection and prevention systems devices from multiple vendors*

Duration

This is an annuity service and the contract duration varies.



REDUCE COSTS



OPTIMIZE IT INFRASTRUCTURES



IMPROVE PRODUCTIVITY

» Payment Card Industry (PCI) security assessment

For customers who need a better understanding to achieve or maintain PCI DSS Compliance, IBM provides a cost-effective and efficient assessment service which delivers a high quality plan in a short time frame.

Highlights

- Enables assessment service to be combined with other IBM PCI solutions, including internal network and application vulnerability scanning, penetration testing, payment application assessments for PA-DSS Report on Validation and incident response
- Helps all types of organizations meet PCI compliance requirements with proven experience across vertical industries
- On-site analysis of current strengths and weaknesses based on PCI DSS, combined with offsite work
- Definition and prioritization of remediation requirements
- Specific, vendor neutral recommendations for improving capabilities

Duration

Contract duration varies.



REDUCE COSTS



OPTIMIZE IT INFRASTRUCTURES



IMPROVE PRODUCTIVITY

» Hosted email and web security

A growing range of sophisticated and converging threats aim to compromise communications and steal confidential data. Viruses, spam and spyware are just some of the profit-reducing, brand-damaging weapons being directed at enterprises. The IBM hosted email and web security services are designed to combat these threats via a comprehensive cloud-based offering with no technology acquisition or deployment necessary.

Highlights

- Rapid deployment and cloud based architecture speeds time to value, reduces bandwidth, and improves employee productivity
- Is easy to use, requiring no hardware or software to be installed at customer location
- Improve efficiency of transactions by processing email and web transactions in the cloud
- Provides a higher degree of accuracy than possible with a single email security technology offering
- Provides spam filtering, virus protection, spyware protection, malicious link detection, undesirable website and content blocking

Duration

This is an annuity service; contract duration varies.

» With an IBM hosted email and web security services, La Senza, a large Canadian retail fashion group, reduced their total cost of ownership, including lower staffing, infrastructure and maintenance requirements. «



REDUCE COSTS



OPTIMIZE IT INFRASTRUCTURES



IMPROVE PRODUCTIVITY

- » Save as much as 55 percent on the total cost of ownership on your security solution in one year.
- At the same time, protect your network assets and data—24 hours a day and seven days a week — with a money-back, protection guarantee. «



» Hosted vulnerability management

IBM Managed Security Services (Cloud Computing) hosted vulnerability management can detect vulnerabilities across network devices, servers, web applications and databases to help reduce risk and better manage compliance requirements such as Payment Card Industry Data Security Standard.

This service uses advanced scanning capabilities to detect and prioritize hidden risks on your public-facing and internal network infrastructure. Simplified workflow automation and unique reporting capabilities help speed vulnerability identification and remediation. And because our solution is cloud-based, you can save on licensing fees and security operations maintenance costs.

Highlights

- Helps manage compliance with security initiatives by scanning for and classifying vulnerabilities
- Provides remediation steps and data to assess and manage security risks to help reduce threat exposure
- Helps reduce cost and complexity of security maintenance through IBM cloud security services

Duration

This is an annuity service and the contract duration varies.



REDUCE COSTS



OPTIMIZE IT INFRASTRUCTURES



IMPROVE PRODUCTIVITY

» Penetration testing

IBM provides controlled exercises that demonstrate covert and hostile attack techniques to identify vulnerable systems, validate existing security controls and quantify real-world risks to provide client with a detailed security roadmap prioritizing known weaknesses.

Highlights

- Helps prevent network compromise and downtime by identifying vulnerabilities, validating current safeguards and outlining steps for remediation
- Raises executive awareness of corporate liability to emphasize the importance of IT security efforts
- Supports efforts to achieve and maintain compliance with industry and government regulations

Duration

Contract duration varies.



OPTIMIZE IT INFRASTRUCTURES



» Firewall management

These services provide 24x7x365 real-time management of firewalls, delivering customized protection for less than the cost of many traditional solutions. It also offers a vendor-neutral approach to maximize existing security investments while delivering around-the-clock monitoring, management and analysis of firewall logs.

Highlights

- *Multivendor support that helps maximize the existing security investment*
- *Provides 24x7 support for around the clock monitoring, response, and management*
- *Multiple service levels to fit every budget with industry leading service level agreements*

Duration

This is an annuity service and the contract duration varies.



REDUCE
COSTS

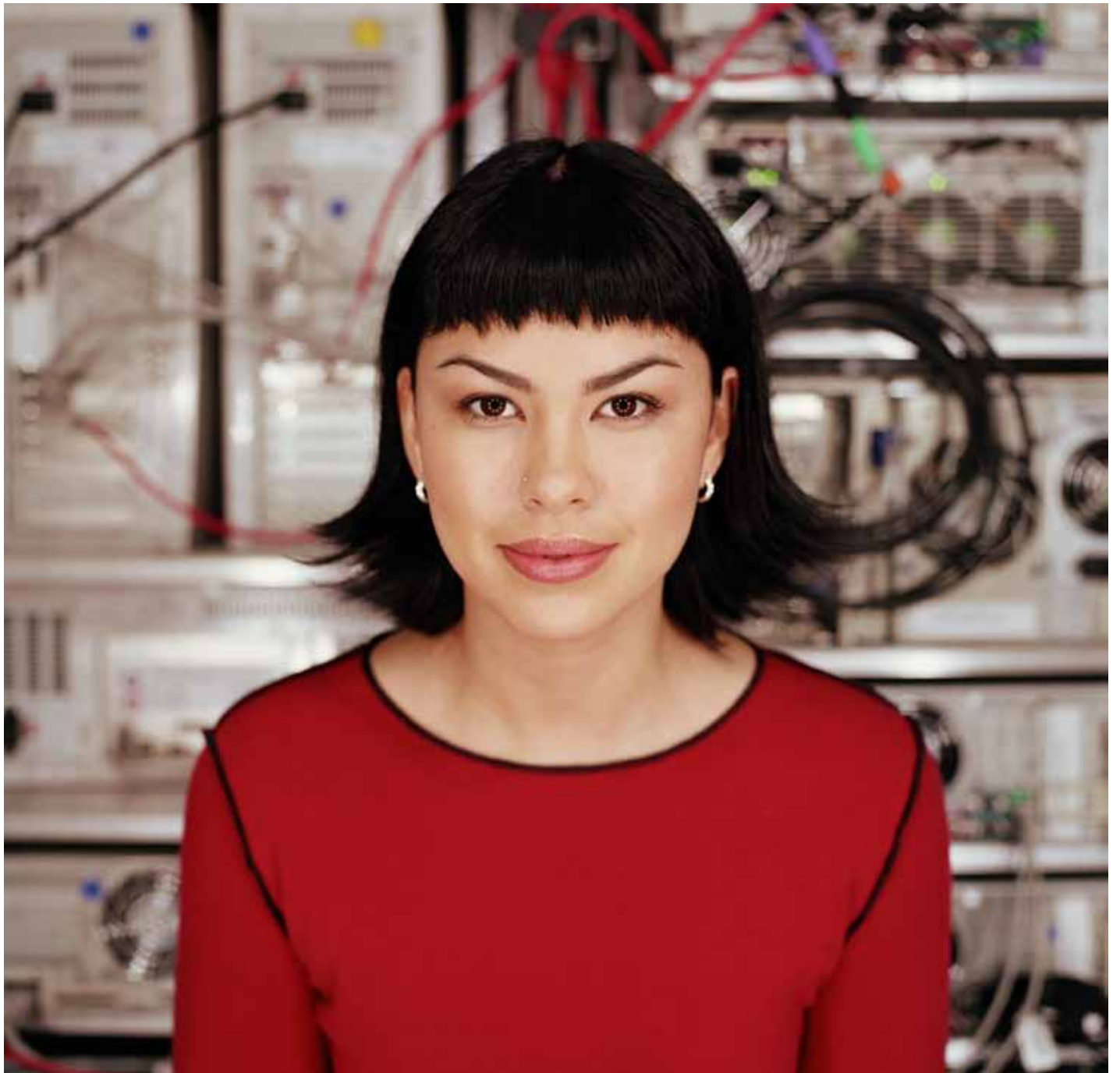


OPTIMIZE IT
INFRASTRUCTURES



IMPROVE
PRODUCTIVITY





NETWORKING AND COMMUNICATIONS

Build and manage integrated communications and networking environments to improve collaboration, increase business flexibility and facilitate growth. »

- *IBM Networking Strategy and Optimization Services*
- *IBM Network Integration Services*
- *IBM Converged Communications Services*
- *IBM Mobility and Wireless Services*

» IBM Networking Strategy and Optimization Services

IBM provides strategy, assessment and optimization services to help identify where you can make improvements, recommend actions for improvements and implement those recommendations.

Highlights

Helps:

- Resolve existing network availability, performance or management issues
- Establish a more cost-effective networking and communications environment
- Enhance employee and organizational productivity
- Enable and support new and innovative business models

Duration

Typically lasts three to nine months.



REDUCE COSTS



OPTIMIZE IT INFRASTRUCTURES



IMPROVE PRODUCTIVITY

» Reduce total annual recurring costs by 10 to 30 percent with payback in 4 to 12 months by:

- Reducing network operation costs by consolidating Network Operating Centers and adopting a shared service model
- Implementing VoIP/IPT through network convergence to reduce toll and PBX charges
- Reducing Wide Area Network (WAN) costs by using a shared backbone network and WAN optimization technologies “

» Restaurant operator Mitchells & Butlers consolidates contracts and deploys cost-saving MPLS WAN and a 2000-site ADSL retail network. “



» IBM Network Integration Services

Your communications, business processes and applications depend on your network. But changing business processes and technologies, geographically dispersed users and sites, and multivendor requirements can make it difficult for your network to keep pace.

Based on a proven delivery model for networking, these services can help ensure your network's ability to provide the level of availability and performance your business requires.

Highlights

- *Helps you:*
 - *Tailor network design to respond to changing business requirements*
 - *Implement complex network upgrades, refreshes, expansions and consolidations*
 - *Improve network availability and performance*
 - *Manage costs*
 - *Simplify project coordination and accelerate implementation schedules*
 - *Reduce the risks associated with making changes to the network*
 - *Improve service delivery and control the cost of network monitoring and management*

Duration

One to three months, depending on the scope of the project.



REDUCE
COSTS



OPTIMIZE IT
INFRASTRUCTURES



» IBM Converged Communications Services

IBM Converged Communications Services provide a portfolio of consulting, integration, deployment and management services to build integrated communications and networking environments.

Highlights

- Increase productivity with innovative collaborative environments using voice, data and video
- Reduce costs by streamlining networks and network management support
- Support a mobile workforce and distributed operations
- Transform legacy call centers into multichannel contact centers for improved customer service

Duration

One to three months, depending on the scope of the project.



REDUCE
COSTS



OPTIMIZE IT
INFRASTRUCTURES



IMPROVE
PRODUCTIVITY

» IBM Mobility and Wireless Services

IBM Mobility and Wireless Services help organizations develop a comprehensive mobility solution composed of a robust and secure wireless network infrastructure that supports a wide range of communication, collaboration and tracking applications.

Highlights

- Helps reduce communication system and management costs by integrating redundant networks
- Delivers robust communication and collaboration solutions that support and improve employee mobility
- Provides security-rich access to critical information to support customer and business responsiveness

Duration

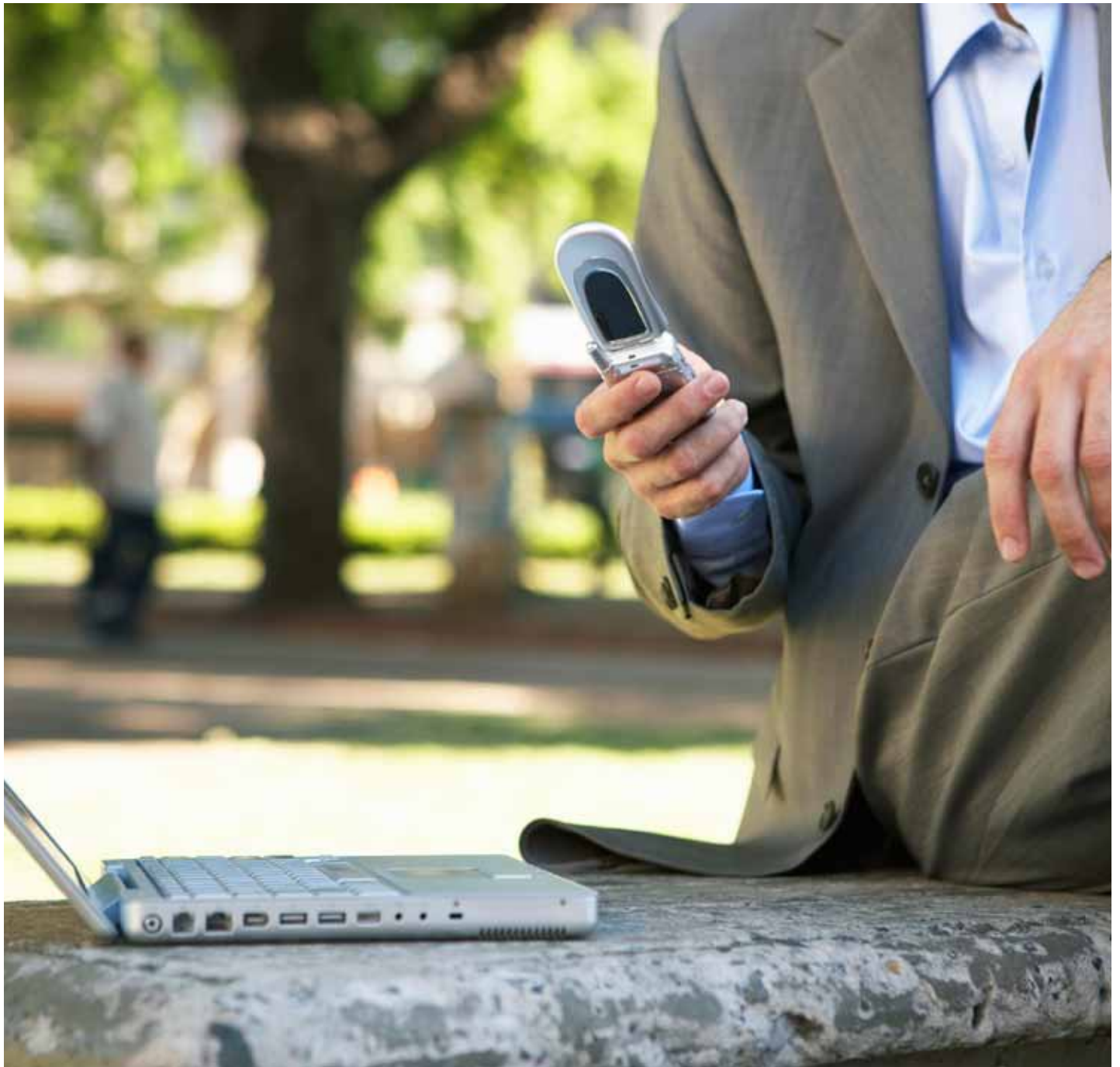
One to three months, depending on the scope of the project.



OPTIMIZE IT
INFRASTRUCTURES



IMPROVE
PRODUCTIVITY





MAINTAINING YOUR INFRASTRUCTURE

Increase availability, simplify management and reduce total cost of support with integrated support for your multiplatform, multivendor hardware and software environment. »

- *IBM Hardware Maintenance Services*
- *IBM Software Support Services*
- *IBM Managed Support Services*

» IBM Hardware Maintenance Services

This portfolio of services offers a range of customizable hardware support services for IBM and multivendor systems to help resolve hardware issues quickly and conveniently. We can also manage your maintenance and support needs by drawing on our extensive infrastructure and deep technical expertise.

Highlights

- *Helps you:*
 - *Get the right support for your hardware assets*
 - *Use single-call accountability for IBM and multivendor hardware support*
 - *Minimize costly downtime and protect against outages*
 - *Accelerate recovery*
- *Simplifies management, reduces costs, improves availability and boosts performance with onsite and remote hardware maintenance services from a single source*

Duration

This is an annuity service; durations of one to five years are available.



REDUCE
COSTS



OPTIMIZE IT
INFRASTRUCTURES

» A large U.S.-based international hotel chain contracted with IBM to provide a single point of contact for planning, coordination, procurement, staging, configuration, installation, asset services and post installation support — delivering an estimated savings of more than \$5 million in maintenance costs and improved reliability and availability. «



» IBM Software Support Services

Our service portfolio offers remote support for virtually all of your operating system, IBM middleware and select non-IBM (e.g.; Microsoft, VMware) software products. IBM's vast product expertise can help your organization quickly resolve even the most complex software-related problems.

Highlights

- Helps you:
 - Reduce operating costs and increase efficiency
 - Improve availability and reduce downtime
 - Minimize complexity
 - Ease resource and skills constraints
 - Prevent outages, accelerate issue resolution and meet service level requirements with remote software support

Duration

This is an annuity service; durations of one to five years are available.



REDUCE
COSTS



OPTIMIZE IT
INFRASTRUCTURES



IMPROVE
PRODUCTIVITY

» IBM Managed Support Services

These management services are designed to establish a single point of accountability and a simplified contract structure for multivendor hardware and software support throughout your data centers.

Highlights

- Helps you:
 - Streamline operations and reduce downtime through proactive guidance and advice
 - Alleviate the management burden on IT, freeing resources for more strategic tasks
 - Improve reliability, efficiency and reduce costs
 - Access an integrated, automated service delivery support model through a single focal point
 - Enhance business operations through reduced downtime

Duration

This is an annuity service; durations of one to five years are available.



REDUCE
COSTS



OPTIMIZE IT
INFRASTRUCTURES



IMPROVE
PRODUCTIVITY

» A European economic agency depends on IBM to maintain its mix of hardware components from multiple vendors across its 3,600 sites. The agency engaged IBM for its flexible hardware maintenance offering. IBM coordinates maintenance services for the agency's 90,000+ hardware components – including both IBM and multivendor equipment. IBM provides a simplified contract structure and cost savings based on variable pricing, so the agency pays only for the services it uses. «



IBM GLOBAL FINANCING

IBM Global Financing offers credit-qualified clients a long-term financing strategy with flexible funding options and low rates that can help manage risk, improve cash flow and reduce costs. With services financing, you can hold onto your cash longer and use it for other investments—or simply as a financial cushion. We also offer a full portfolio of hardware leasing options and asset management services including certified used equipment, asset buyback, asset disposal and disk overwrite. »

For more information on IBM Global Financing, visit: ibm.com/financing

Index of offerings

Installing servers and storage

- 10 *IBM Server Implementation and Migration Services for Power Systems, System x and System z*
- 11 *IBM Storage and Data Implementation and Migration Services*
- 11 *IBM Data Mobility Services*

Optimizing servers, data and storage

- 14 *IBM Server Optimization and Integration Services*
- 15 *IBM Storage Optimization and Integration Services*
- 16 *IBM Information Protection Services*
- 16 *IBM Smart Business Storage Cloud*
- 17 *IBM Data Mobility Services*

Planning and implementing service management

- 20 *IBM Service Management Strategy and Design Services*
- 20 *IBM Service Management Implementation Services*
- 21 *IBM Smart Business Development and Test on the IBM Cloud*

Supporting end users

- 24 *IBM Smart Business Desktop—Desktop Cloud Services*
- 25 *IBM Smart Business End-user Support*

Designing and planning the data center

- 28 *IBM IT Facilities Assessment, Design and Construction Services*
- 29 *IBM Facilities Consolidation and Relocation Services*
- 30 *IBM Facilities Cabling Services*

Creating a secure, resilient infrastructure

- 34 *IBM Information Protection Services*
- 35 *Infrastructure Recovery Services*
- 35 *Managed Resiliency Services*

Security Services

- 38 *Security risk assessment*
- 38 *Intrusion prevention system management*
- 39 *Payment Card Industry (PCI) security assessment*
- 39 *Hosted email and web security*
- 40 *Hosted vulnerability management*
- 40 *Penetration testing*
- 41 *Firewall management*

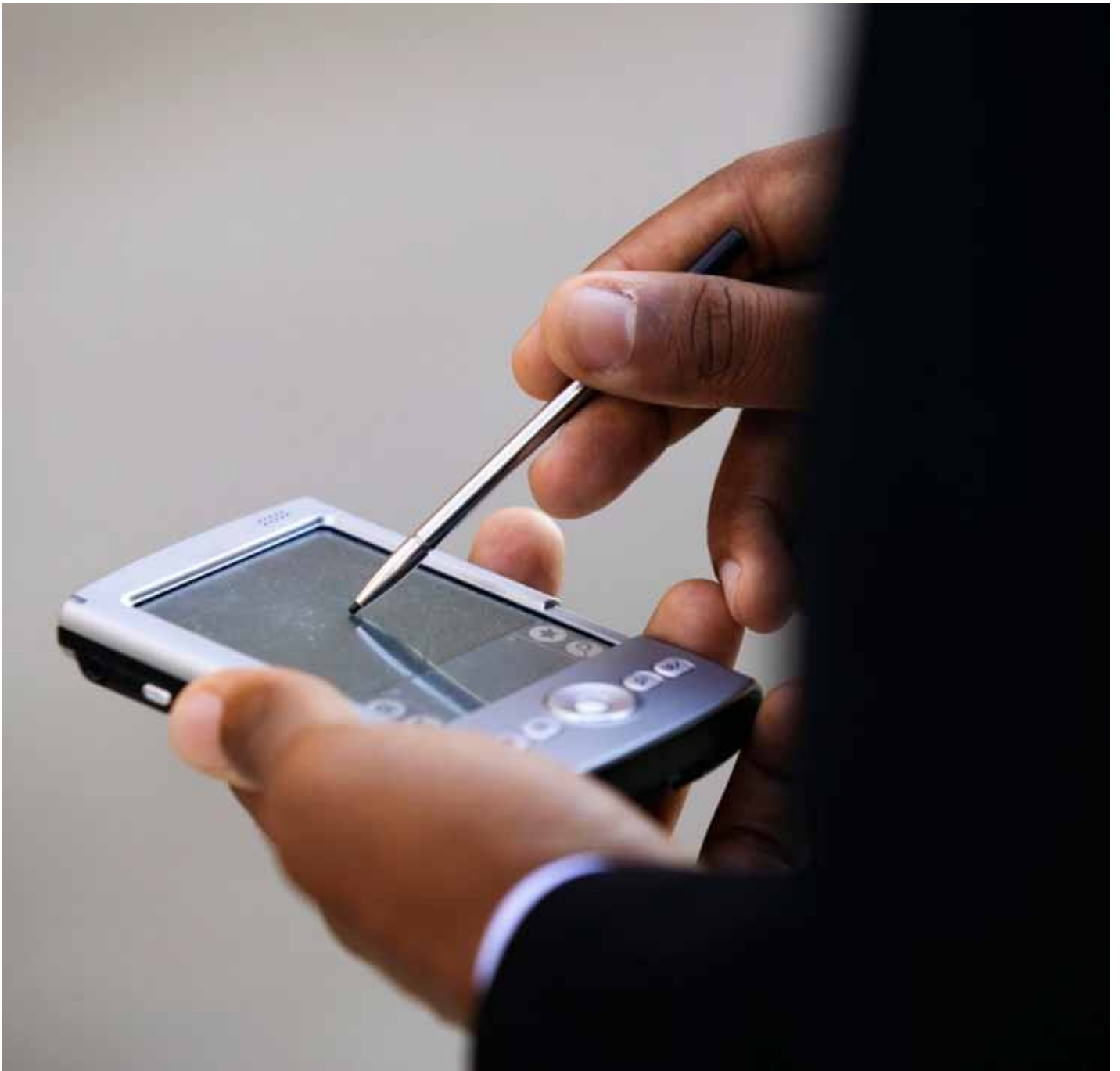
Networking and communications

- 44 *IBM Networking Strategy and Optimization Services*
- 45 *IBM Network Integration Services*
- 46 *IBM Converged Communications Services*
- 46 *IBM Mobility and Wireless Services*

Maintaining your infrastructure

- 50 *IBM Hardware Maintenance Services*
- 51 *IBM Software Support Services*
- 51 *IBM Managed Support Services*

IBM Global Financing





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