



Building an environment for success.

2005 business and IT services for mid-sized companies



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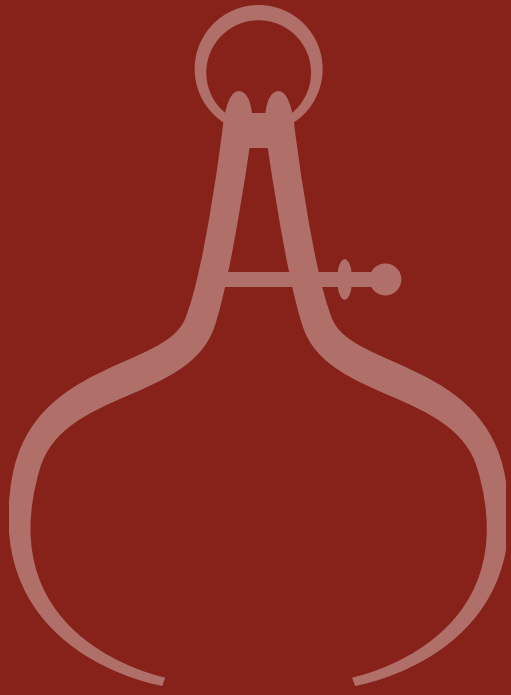
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Right-sized
services for
mid-sized
companies.

At the right price.



Today's market has changed dramatically for mid-sized businesses. We've entered the on demand world—and your customers expect on demand satisfaction. They want personal attention. Innovative products and new services. Around-the-clock care.

But how do you stay ahead of the curve, and compete successfully?

Discover IBM Global Services and IBM Business Partners. Together, we can help you meet or exceed customer demands. Increase productivity. Enhance efficiency. Easily collaborate with suppliers and partners. Add resiliency and flexibility to your organisation so that you can react with speed to market changes and unexpected threats. And we can help you do it right now. That's On Demand Business, from IBM.

Take the fast track to on demand

The fastest route to becoming an On Demand Business is through information technology. But up until now, many mid-sized businesses have been working at a technological disadvantage. Enterprise products and solutions may offer the capabilities you need—but scaling them down, rolling them out and making them work can require significant skills and resources. And there's the question of paying for it all.

That's why IBM has developed a portfolio of services designed to give mid-sized businesses the IT advantages they need. This growing set of services is designed to help you work faster, more efficiently, more productively and more cost-effectively. It includes IBM Express Portfolio™ offerings designed and priced for mid-sized businesses.

Better yet, each offering plays a role in helping your company become an On Demand Business. What does that mean exactly? Helping you run your business in a more focused, flexible, responsive and security-rich manner—whether you choose to manage your IT environment yourself, get help from IBM and our network of IBM Business Partners, or have us run it for you. In any case, you'll find that these services provide real value, are competitively priced, easy to buy and designed to meet the specific needs of mid-sized businesses.

Explore the services portfolio that's just right for your business

Join the thousands of mid-sized companies like yours that have already discovered how IBM Global Services can put you on the fast track to becoming an On Demand Business. Browse the following services, or ask your IBM representative or IBM Business Partner for more information today. Or visit us on the Web at:

ibm.com

ON DEMAND BUSINESS™



Getting the most out of your business systems and value nets

Staying profitable and competitive, day in and day out, means keeping a close watch on orders, operations and cash flow—while delivering the personalised service your customers expect. How? With enterprise resource planning (ERP) and customer relationship management (CRM) applications. Now, with IBM Global Services and IBM Business Partners helping to remove the complexity of application implementation and management, mid-sized companies can take advantage of leading ERP and CRM packages.

Package Implementation for SAP, Oracle, PeopleSoft Applications

Level the competitive playing field by adopting leading ISV business applications.

While prepackaged business applications such as enterprise resource planning and customer relationship management offer significant benefits, the skills and investment required can be well beyond the means of mid-sized companies. We can help you build a stable application environment and implement processes with defined service levels, enabling you to better predict—and potentially reduce—the costs associated with your packaged applications.

- Leverages IBM industry and process expertise along with world-class implementation methods, tools and accelerators
- Helps speed time to value and return on investment (ROI) with rapid implementation
- Tailors the scope of the project to your needs and budget
- Helps ensure availability and integration of data across your organisation

IBM mySAP All-in-One Industry Solutions

Get up and running quickly with these out-of-the-box solutions for SAP technology.

This IBM Express Portfolio offering for mid-sized companies delivers a fully functional mySAP All-in-One solution in up to 30 percent less time and at a 40 percent lower cost than traditional approaches. This is not a scaled-down SAP implementation. Rather, we start with a fully scalable, preconfigured, single-database system that is based on adaptable industry templates. IBM mySAP All-in-One Industry Solutions (also known as IBM Smart Business Solutions in EMEA) include preconfigured business processes, industry-specific process configurations, documentation, test scenarios and solution-specific end-user training. With more than 20 industry-specific prepackaged solutions available today, we can cover most business requirements. A stringent qualification process helps ensure that each solution is comprehensive, cost-effective and scalable.

- Employs industry best practices from IBM and SAP, plus our comprehensive industry knowledge, to help reduce implementation time dramatically
- Helps reduce deployment risks with a fixed price for the packaged solution
- Includes IT infrastructure for solution deployment, sized and configured to your requirements, with the option for IBM to host and manage the solution for you
- Provides a fully functional mySAP system that includes modules for:
 - Planning and Scheduling
 - Materials Management
 - Release of Production
 - Inventory Management
 - Manufacturing Product
 - Sales Order Management
 - Distribution and Billing
 - Warehouse Management
 - Financial Accounting (Legal and Management)
 - Quality Assurance and Quality Control
- Scales readily from a functional and performance perspective to grow with your business
- Can be customised at any time as your requirements change



Application Management Services - Package and Custom

Curb your application management budget while you increase service levels.

IBM Application Management Services - Package and Custom solutions are designed to provide the skills, expertise, processes and methodologies necessary for ongoing management, maintenance and support of packaged applications from independent software vendors (ISVs). Our flexible approach enables you to select the scope of services that is right for your business, from entry-level services across a selected set of applications to tasking IBM with the management of your complete application portfolio. Application Management Services are delivered using proven processes and methods that are constantly being improved through our competency and professional development programs.

- Supports leading ISV packaged applications, including SAP, Oracle, PeopleSoft and Siebel Systems, as well as custom and legacy applications
- Helps reduce the total cost of ownership while improving performance and availability
- Offers a variety of both standard (hourly and fixed rate) and innovative pricing methods that allow clients to directly link cost to business results
- Provides access to technical and industry skills that otherwise might not be available to mid-sized firms

Application Hosting

Get a world-class infrastructure without the upfront investment or the management headaches.

When your company is looking to implement packaged applications quickly and cost-effectively, IBM Application Hosting can be the answer. With IBM Application Hosting, you can leverage the leading applications that can help reduce your time to market or boost customer satisfaction without the usual upfront infrastructure costs—or the ongoing implementation and management headaches. Application Hosting services include comprehensive infrastructure and application management services such as installation support, batch job scheduling and capacity planning, as well as monitoring, management and reporting for middleware, database and application layers.

- Helps improve speed to market by leveraging our expertise in designing, building and running environments tuned for SAP, Oracle, PeopleSoft, Siebel and other leading ISV packages
- Helps reduce upfront costs by delivering infrastructure and management as a service, providing an alternative to investing in assets and hiring new personnel
- Helps mitigate risk in an environment of rapidly changing technology and security issues
- Helps lower costs per transaction through IBM's economies of scale in infrastructure, people and tools

ERP Optimisation Services

Lower your costs and get more value from your existing ERP systems.

If you've already invested in ERP software, but have not realised the return on investment or process improvements you anticipated, it's time to tap into our expertise. IBM ERP Optimisation Services takes a consultant-led approach to help you get more value out of your existing investment. This IBM Express Portfolio solution is designed to assist you in identifying, driving and delivering a measurable ROI, a lower total cost of ownership and tangible business benefits from your ERP implementation.

- Helps reduce operating costs (for example, purchasing spend, indirect labor costs/headcount, system support costs and licensing costs), working capital and inventory levels
- Helps improve customer service
- Helps enhance data quality and the timeliness of information
- Helps align system and performance metrics more closely to your business needs and management goals
- Helps utilise the functionality in the package, avoiding customisations

Siebel CRM OnDemand

Make customer relationship management as simple as it gets with this on demand service.

Brought to you by Siebel Systems and IBM, Siebel CRM OnDemand is an IBM Express Portfolio service designed from the ground up for companies seeking a new kind of customer relationship management solution. Designed for the on demand era, Siebel CRM OnDemand is as easy to use and configure as a web site. It is a high-availability internet utility that enables companies to start with a small CRM project, with practically zero startup time, deploy rapidly, and grow the system as needs change over time.

- Offers an innovative CRM solution that's simple, fast, smart and very affordably priced per user, per month
- Provides market-leading sales, marketing and service capabilities
- Includes sophisticated built-in analytics
- Helps you improve customer relationships and customer satisfaction
- Offers simple administration and comprehensive support

This offering is available in Singapore only.



Leveraged Procurement Services

Leave the sourcing to us, and realise substantial savings on non-core purchases.

Maintaining a competitive procurement program for non-core (indirect) business areas can drain key skills and investments that could be supporting your strategic activities. As an alternative, you can outsource non-core procurement to IBM and capitalise on the investments we've made in streamlining our own purchasing operations. IBM Leveraged Procurement Services offerings span the comprehensive, end-to-end procurement process—including strategic sourcing, buying operations, accounts payable and end-user support. They combine world-class business processes with effective electronic procurement technology to help provide efficient operations, substantial savings and high end-user satisfaction. The service includes hosted procurement applications and access to a network of suppliers and pre-negotiated contracts.

- Helps save money by reducing spending and delivering better prices
- Enables per-transaction and performance-based pricing
- Helps speed order-to-pay and order-to-delivery cycle times
- Helps improve quality by enabling ready assessment of supplier performance and management of supplier relationships
- Helps increase productivity for the procurement team

RFID (Radio Frequency Identification)

Gain a competitive advantage with RFID technology.

RFID is the next step beyond the barcode, helping enable real collaboration across intelligent supply chains. For many mid-sized companies, RFID capability is a requirement of large customers such as the U.S. Department of Defense. But innovators in a number of industries also use the technology to gain a competitive advantage. Whether you are faced with a compliance challenge or want to gain a competitive advantage with an RFID strategy, IBM Global Services can help you define, deploy and manage a solution that is designed to meet your business and industry requirements.

- Improves internal operations through reduced freight costs and reduced inventory levels
- Potentially increases customer satisfaction
- Helps you realise a higher return on assets through increased productivity, reduced working capital and optimal capacity utilisation and sourcing





Increasing business flexibility

Everything moves faster today. Customers demand service and satisfaction in an instant. Markets are transformed overnight. And competitors appear out of nowhere. To be successful, you have to be flexible—and so does your IT. On demand services from IBM are designed to enable mid-sized companies to buy what fits today, and scale up or down as needs change—easily and affordably.

Managed Hosting

Get enterprise-class dedicated hosting at mid-sized prices.

IBM Managed Hosting solutions are designed to provide today's growing businesses with enterprise-class performance and service benefits while lowering cost and risk. Managed Hosting services deliver an infrastructure that is managed by IBM, making it easier for you to focus on your business. You can choose from a range of flexible, scalable packaged solutions—from a single hosted server to a complex environment with dozens of servers—that speed and simplify deployment. Optional enterprise-class services like multilayer firewalls and load balancing enable you to take your business to the web with the same capabilities and performance as your larger counterparts. Our modular, scalable design makes it easy to add resources or managed hosting services as your needs change, and IBM or IBM Business Partners can customise solutions to fit individual client requirements.

- Offers the flexibility to choose server ownership, operating system, server configuration and managed services
- Helps boost performance and protects data by providing access to high-powered services, without high prices
- Helps speed time to market with time-tested implementation processes that accelerate deployment
- Helps reduce the risks and rising costs of managing an in-house infrastructure
- Offers around-the-clock monitoring and reporting with online access and onsite support

This offering is available in Singapore, Thailand and India only.

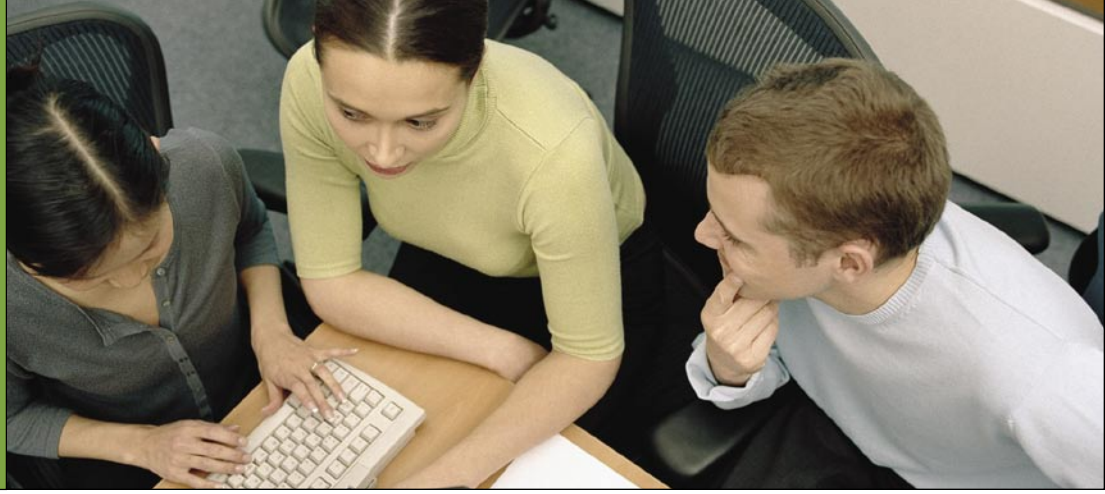
Managed Hosting - Services Anywhere Select

Gain the performance benefits of managed hosting—without making a move.

With IBM Managed Hosting - Services Anywhere, you don't have to uproot your existing operation and move to a provider's facility to get the advanced services you need. Instead, we'll bring the management services to you, over the network—giving you first-hand access to IBM expertise and IT skills that may be in short supply internally. You retain control of the hosting environment that supports your mission-critical—and often, proprietary—web applications, and keep your servers close to home. This IBM Express Portfolio solution is designed for mid-sized companies with 1-80 servers.

- Gives you the flexibility to choose the services that best fit your business requirements and budget
- Helps improve the cost-effectiveness and utilisation of your IT resources
- Delivers the resources you need to step up your hosting capabilities, whether you are faced with growing demand or having difficulty meeting your availability and performance objectives
- Enables new services to be dispatched quickly, on demand, as business needs change

This offering is available in Singapore only.



Improving productivity

Applying technology to employee productivity challenges can have a profound effect on a company. IBM can help you bring information, processes and the workforce together in a way that dissolves barriers to employee productivity and efficiency.

Desktop Management Services

Protect and grow your return on investment through consistent support, management and protection of your end-user environment.

Let us manage the complexity of your end-user environment so you can focus on running your business. IBM Desktop Management Services are provided on a per-seat, per-month basis, allowing you to provide desktop and notebook hardware and software for end users without a large upfront investment. Modular services allow you to select and pay for exactly the support you need, from asset management and help desk support to virus scanning and desktop data backup.

- Delivers a security-rich, reliable desktop infrastructure that can adapt quickly to changing business requirements
- Helps reduce the total cost of management of your desktop environment
- Helps increase end-user productivity
- Helps speed implementation of technology rollouts and software refreshes
- Helps reduce wear and tear on your IT staff by giving end users ready access to IBM help desk support
- Eases budget management with our all-inclusive price-per-seat approach

IBM Education Pack

Providing affordable access to world-class IBM training

Making vital training more affordable

The IBM Education Pack meets that need with flexibility and simplicity. It's a discount purchase program that gives your organisation's employees access to the top-notch classroom training, technical conferences and e-learning offerings for which IBM is renowned, at a very competitive price.

Streamlining your training account management

Managing your organisation's training budget has never been easier. You lock in training dollars now—at a discount—and use them for a full year of classes, technical conferences and e-learning offerings. The account is transferable, so you can use it to provide training for as many people in your organisation as you deem necessary.

Discounting training costs by up to ten percent

The Education Pack provides a discount of up to ten percent off the retail cost of selected IBM IT Education Services classes, technical conferences and e-learning offerings.

Learning that works for your organisation

Being in the training business for more than half a century has taught us that different training needs demand a wide range of training solutions. A discount program that couldn't accommodate those various solutions wouldn't be much of a bargain. That's why the IBM Education Pack can be used to pay for a multitude of technical training offerings from IBM, including most classroom training, technical conferences and e-learning offerings. You simply decide which technical training options are the right fit for your organisation.

IBM Express Portfolio

Designed and priced for mid-sized businesses

Now you have options for becoming an On Demand Business—and they don't involve making tough choices. IBM has designed, developed and priced solutions specifically for mid-sized businesses. The IBM Express Portfolio offers hardware, middleware, services and financing that can be acquired, installed and managed quickly, are cost-effective, and show a rapid return on investment (ROI). The offerings of the IBM Express Portfolio support a flexible IT infrastructure that improves responsiveness to customers and is easy to use, making it easier and quicker for your business to remain competitive.





Optimising your IT infrastructure

Squeezing every bit of performance and reliability out of your IT infrastructure takes constant vigilance, sophisticated tools and exceptional know-how. That can be hard to pull off when you have more requirements than resources. IBM services can fill in the skills, tools and resources you're missing.

ITIL and Design of IT Shared Services Centre

Implementing IT Process 'best practices' with ITIL.

ITIL (IT Infrastructure Library) provides a framework of 'best practice' guidance for IT Service Management and is the most widely used and accepted approach to IT Service Management in the world. ITIL was developed in the 1980s by the United Kingdom Central Computing and Telecommunication Agency to address the issues of IT service support and delivery faced by IT infrastructure organisations. ITIL standards were designed to establish guidelines and a common language for operational processes, such as change management and problem resolution, service delivery and resolution of customer enquiries.

IBM Global Services applies a unique combination of skills, assets and methods to help ensure we successfully apply our capabilities in implementing ITIL best practices in our clients' service management programs. IBM has captured the best practices and intellectual capital drawn from client engagements worldwide and our own experience in running global information technology (IT) operations. We use our award-winning AssetWeb Intellectual Capital Management system to help ensure that IBM practitioners around the globe share and have access to our extensive ITIL knowledge and intellectual capital. IBM methods feature industry best practices on which to build projects.

Our ITIL consulting services encompass the entire systems management lifecycle—from education to assessment, strategy and design, to implementation and operations. IBM has a proven track record in successful implementation of ITIL-based solutions. IBM can:

- Educate your staff and manage the certification in ITIL skills
- Help you understand the IT service needs of your customers and develop and manage your service portfolio
- Determine the key capabilities you require to deliver those services and develop appropriate strategies for developing or sourcing those capabilities
- Design and implement the ITIL processes, being certain to include all elements that must be incorporated to support a successful solution (measurements, organisational change, roles, reporting requirements and other governing aspects).

ITIL and Design of IT Shared Services Centre (continued)

IBM is able to deliver ITIL solutions fast, with high quality, in a cost-effective manner because of:

- A proven track record in IT Service Management
- Experienced, well-trained and certified personnel with many years of experience in ITIL
- Creation of ITIL skills through IBM IT Education Services
- Full range of solutions, from assessment and design to implementation and tool support
- Industry-leading application of methods, assets and skills to implement best-practices-based solutions
- Provision of and partnership with vendors of the leading ITIL-compliant tool sets to provide automated solutions (for example, the IRM accelerator suite).

IT Optimisation & IT Shared Services – Generating New Levels of Value From IT.

In today's market organisations are coming under increasing pressure to align IT investments with business direction, reduce IT costs, or implement an IT infrastructure that is scalable to meet business growth. At the same time, businesses increasingly rely on their IT infrastructures. The servers, networks and applications; the web sites, intranets and e-mail solutions; the data centres and storage sites are increasingly critical to business strategy, evolution and success. Streamlining these components - and the supporting organisational processes - is an essential, yet complex undertaking.

The philosophy behind an information technology (IT) shared services data centre is to leverage the technology competencies of one organisational unit to deliver services across the enterprise. With the proliferation of decentralised processing power and the development of function-specific offerings, individual business units and geographies within an enterprise have today amassed the resources to become candidates for the delivery of shared functions.

Developing a plan for an IT shared services centre, and implementing the plan, is an extremely complex activity. The enterprise must recognise that establishing an IT shared services centre is not simply a matter of physically consolidating facilities and logically consolidating the workload. Building a shared services organisation forces significant changes in the customer-provider culture, IT management and delivery processes, and the mechanics of inter-departmental accounting. Such changes require careful initial planning, followed by coordinated execution and control.

However, the benefits of a well implemented IT shared services centre include:

- A typical reduction in total IT expenditure of 20-40%
- Improved service levels through the provision of services from a merged group that has a better critical mass
- Improved infrastructure availability and IT continuity through the implementation of a more resilient infrastructure



Network Consulting, Operations and Management Services

Use proven, security-rich tools to manage your network.

Businesses must increasingly rely on both wired and wireless networking resources to stay competitive. For mid-sized companies concerned about network integrity, availability, scalability and skills, IBM offers a security-rich, scalable and flexibly priced solution designed for managing your network infrastructure and preventing catastrophic outages that can result in lost revenue and dissatisfied customers. As you look to new technologies such as firewalls, virtual private networking (VPN), IP telephony, Voice over IP (VoIP), handheld options and converged data/voice/video networks, we can help deliver on demand network management services in a scalable manner, with flexible pricing options, as well as fully customised solutions tailored to your specific needs.

- Helps improve network performance and availability via proactive monitoring and management
- Helps reduce the total cost of ownership by responding to dynamic business needs
- Uses proven, security-rich tools and methodologies to manage network resources
- Offers flexible, open solutions for a potentially quick return on your network investment
- Helps you differentiate among the vast array of technologies available, and can help you select devices and implement solutions that are designed to meet specific, quantifiable and measurable business requirements
- Helps speed implementation of new networking technologies that deliver cost and competitive advantages



Infrastructure and Systems Management Services

Capitalise on future business opportunities and better manage your IT infrastructure and systems.

A highly reliable, scalable, available and security-rich IT infrastructure has never been more critical to the success of mid-sized companies. Our comprehensive set of services can help you optimize your IT investments, improve performance, achieve availability objectives and avoid costly problems. We have the expertise, proven methodologies and tools to help you manage your IT investments, improve operations and performance and deliver business results. And we tailor these services to help meet your needs and budget requirements.

- Helps optimise the management of your IT infrastructure and systems
- Helps align your IT infrastructure and systems management strategy with business goals
- Helps improve infrastructure reliability, availability and security through scalable, integrated solutions that are sized right for mid-sized businesses
- Helps address your service and asset management problems with best practices aligned offerings.

Technical Support Services

Design your own services plan for keeping your systems up and running.

Servers, system and application software, your IT facilities—they all need care and attention. And so do the people on your IT staff. Whether you need extra hands to handle one-time projects such as installations or migrations or you need day-to-day operational support to keep things humming along, IBM and IBM Business Partners are ready to help you make the most of your server environment. What's more, we'll help you choose from our most popular technical support services—many of them preconfigured to be easy to buy, and pre-priced for mid-sized budgets—to come up with a services plan that's just right for your business.

- Provides precisely the level of support your IT staff needs to keep things running smoothly; our broad range of affordably priced operational services offers extreme flexibility—you can choose telephone or electronic support for IBM and non-IBM hardware and software, and purchase plans by the user or by the platform
- Jump-starts new hardware and software by having our people help you design, install and configure new server hardware and software
- Helps identify and protect against data migration problems that can create costly downtime and information loss
- Helps make moving IT environments a snap with our proven processes and experienced teams of IT specialists and relocation vendors
- Helps protect your systems from power failures and damage with uninterruptible power supply (UPS) and surge-protection solutions



Maintenance Services

Consolidate your maintenance contracts with a single, multivendor provider: IBM.

Hardware maintenance is critical to keep your systems running. Our comprehensive hardware maintenance and warranty services are designed to protect your multivendor environment during both in-warranty and post-warranty periods. Whether you want to upgrade your service for in-warranty machines or extend your post-warranty maintenance coverage, we offer experienced technicians, an extensive parts network and flexible service level options designed to meet your specific business needs.

- Offers a variety of hardware warranty and maintenance service level and coverage options for both parts and labor, from 24x7 same-day service, to 9x5 next-business-day service, to depot repair service
- Covers products from IBM and more than 25 leading manufacturers, including Cisco Systems, Dell, Compaq, Sun, and Hewlett-Packard
- Helps simplify management of maintenance contracts with single-contract coverage and single-call accountability for your multivendor environment



Enhancing IT security and dependability

Security should be an essential part of your IT process—as should making sure your IT environment will stay up and running no matter what. Sounds obvious, but it is not an easy task. The technology for protecting against attacks, security incursions or system failures is changing as rapidly as the threats themselves. Need help? Call IBM.

Security Assessment and Planning Services

Protect your systems and your data.

IT security has become a complicated and costly challenge. The internet-connected world has added a degree of vulnerability that didn't exist a few years ago. In addition, the rapid pace of change in business and computing environments makes it difficult to guard against new exposures. Companies are struggling with the pace of technology changes, new security threats, dynamic network structures and rapid network growth, as well as the challenge of maintaining a quality staff. IBM offers mid-sized companies a rich portfolio of flexible, affordable security services designed to help you run the security-rich IT environment required to meet your business goals.

Network Security Assessment. With all the news devoted to threats and incidents perpetrated by remote hackers abusing the internet, the security of your internal trusted networks may not have been given all the attention it deserves. You can rectify this situation with a Network Security Assessment from IBM.

Security Health Check. Do you have an overall view of how effectively your security plan is working? Are the right IT security controls in place to protect the information that is critical to your business? IBM security experts will evaluate the health of your security measures and recommend improvements.

(Continued on next page)



System Security Assessment. As your IT infrastructure has changed and grown to meet the needs of your organisation, chances are that the responsibilities for security management of each system platform have been distributed to personnel who may not be full-time security professionals. Let IBM help you bring all the pieces of your security management back together with a System Security Assessment.

Wireless Security Services. Information security is arguably one of the greatest challenges companies face in harnessing the rewards to be reaped from wireless business opportunities. Tap into IBM's wealth of expertise, and let us design the right level of protection for your wireless initiatives.

Managed Security Services. Helping our clients manage risk is a key component of what IBM has to offer. But what happens if a suspected or real incident occurs involving a security breach or malicious code activity? This activity can be a virus attack, an internal or external hack attack, a denial-of-service (DoS) attack or web page vandalism. Managed Security Services offered through our Security Operations Centre will respond 24x7x365 via our Computer Emergency Response Team, which will assist you in handling your incident. Options range from technical phone consultation to onsite coverage at your location.

Firewall Management. There is nothing glamorous about firewall management, yet it is one of the keys to maintaining a security-rich environment. A correctly configured and well-maintained firewall can be a very effective piece of your security solution. It could very easily mean the difference between a successful stronghold and embarrassment. Out-tasking firewall management to IBM allows you to avoid routine problems while ensuring or even enhancing protection.

Many other services are available, including:

- Information Security Advisor
- Intrusion Detection
- Perimeter Assessment
- Security Policy Verification
- Internet Email Security (Anti-Virus, Anti-Spam, Anti-Pornography and Content Filtering)
- Virus Response and Alert
- Vulnerability Assessment
- Vulnerability Scanning
- Wireless Intrusion Detection Extensions

Mitigate risks associated with e-mail communication

E-mail affords you success as a universal business tool, but behind this success there looms a real threat to the security of your business. Viruses, spam, pornographic material and other harmful or unwanted content can seriously damage your company. This is not an issue that is limited to loss of productivity. E-mail security pervades your entire organisation. IBM can offer a solution to help you mitigate the risks that are inherent with e-mail communications. We can help you block both inbound and outbound e-mails that contain viruses, worms, and spam. This solution can be deployed all the way from the desktop to the outermost edges of your network — ultimately removing distracting or damaging e-mail from your users' inboxes.

Eliminate Viruses. The technology is designed to identify new viruses, both known and unknown, without any need for signature updates. If a virus is detected, the e-mail is automatically stopped and held in quarantine for 30 days. The sender and administrator receive immediate notification, allowing appropriate action to be taken.

Reduce Spam. The anti-spam service uses the Skeptic technology and your configurable blacklists/whitelists to identify and reroute spam before it reaches you. It also allows you to specify how intercepted spam should be handled – freeing up your human resources, alleviating bandwidth issues and significantly reducing the demands made upon your valuable storage space.

Filter Porn. In this case, the Skeptic technology's groundbreaking image composition analysis helps identify pornographic images. The service allows for different sensitivity settings and routing options depending on your policies. The service can identify pornography entering and leaving your organisation. E-mails containing suspect images can either be tagged, sent or copied to a nominated system administrator or deleted.



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