IBM Infrastructure Resource Management Services

Offering Overview

IBM Global Services
The role of IT infrastructure within the enterprise has evolved as business functions have become virtually inseparable from the IT that supports them.
Effective management and utilization of IT resources can boost your bottom line rather than bury it.
Infrastructure Resource Management is an integrated IT resource management approach that can help optimize the usefulness of an infrastructure while reducing expense.

Managing flow of assets into and out of the enterprise

Acquire and Retire

Managing asset lifecycle costs

Financial

Managing assets within the enterprise

Operations
IRM expands beyond traditional boundaries of IT strategy and addresses the enterprise at large.

**Strategy, Planning & Design**
- IT Strategy & Architecture
- Joint Process Development
- Standards, Policies & Guiding Principals

**Measurements**
- Enterprise Level Ownership
- Business Unit Alignment
- Project Management
- Universal Asset Database
- Corporate Finance & Planning

**Refresh**
- Recycle
- Retire & Remove

**Infrastructure:**
- Strategy, Planning & Design
- Measurements
- Acquisition
- Operations

**Acquisition**
- Acquisition Services
- Procurement Coordination
- Tracking & Reporting

**Deployment**
- Configuration & Integration
- Pre-Delivery Preparation
- Shipping
- Installation

**Operations**
- Problem/Change Management
- Configuration Management
- Maintenance
- Help Desk
- IMAC

IBM Global Services
A fully operational IRM environment allows people throughout the enterprise to have access to the data they need to do their jobs.

**IT managers** can see how to optimize the inventory and IT resources across the organization.

**Software managers** can see how to streamline licensing and manage migrations.

**System managers** can see lease and maintenance status and can determine when to plan for upgrades.

**Financial managers** can see the entire inventory and how to fund it to achieve the best return.

**Accounting analysts** can see asset values to track investments and related taxes for all assets.

**Purchasing managers** can see costs and orders enterprise-wide for price comparisons, discounting, standardization and order tracking.

**Training managers** can see which end users need which skills.

**Service managers** can see warranty and maintenance data for closer cost control.

**Facilities managers** can see what technology is located where.

**Network managers** can see configurations in sufficient detail for faster decision-making.

**Help Desk attendants** can see configuration and service detail for faster problem-solving.
Many businesses face challenges in effectively managing their IT assets.

**Client Challenges**

- Experience and expertise
- Lack of clear goal
- Lack of internal skills
- Ineffective processes
- Controlling costs
- Managing complexity
- Selecting qualified vendors and subcontractors
- Managing a distributed environment
- Diverting resources from primary business
- Achieving technical infrastructure with scalable reach
Businesses are looking to IBM for help in planning and implementing IRM solutions.

IBM Global Services offers:

- ✔ industry experience and expertise
- ✔ technical infrastructure with global reach
- ✔ benefits of partnership with industry-leading software solution providers
- ✔ single point of contact, responsibility and accountability for entire project
- ✔ an alternative to diverting internal resources from the client's primary business.
IBM offers comprehensive IRM solutions for managing and supporting IT infrastructures.

IBM Infrastructure Resource Management Services offers:

- functional and financial asset management of your IT resources
- proven processes and methodologies
- experienced services professionals, certified in industry-leading solutions and software.
IBM can help you develop customized solutions.

We will help you develop an IRM solution designed to allow you to optimize your infrastructure investments in the shortest possible period of time.

We can provide a comprehensive IRM solution or separate IRM services as needed.
Our infrastructure management consultants aim to deliver measurable business value to your enterprise.

Our consultants can help you:

- define
- implement
- manage

a cost-effective IT infrastructure that supports the strategies and needs of your business.
We assist you in overcoming the challenges of managing and operating enterprise information systems.

IBM Consultants help:

➢ define the value of IT to your business and strategically align IT initiatives to the business vision

➢ develop an IT architectural blueprint to align technology with business strategy and future business requirements

➢ define, optimize and enable critical IT management services, focusing on alignment with business requirements.

Benefits:

● Improved overall value of IT to the business
● Optimized and aligned IT capabilities to business objectives
We offer rollout, deployment, and project planning and management Services.

To help you consolidate network and data centers, update legacy hardware and software, and improve network systems, IBM offers:

- project management
- implementation planning
- site readiness
- asset acquisition
- predelivery preparation
- installation
- post-support
- IMAC services.
IBM is experienced in translating your business objectives into an IT support infrastructure by performing effective solution planning, design, installation, and asset management.

We help you upgrade, expand and implement IT environments that include:

- a focus on asset management
- high volume of users, products and/or locations
- geographically dispersed users or sites
- multiple products, platforms and/or vendors
- critical implementation schedules
- high-risk factor due to complexity and impact to entire business.
Project Management Services: Project management is key to a successful deployment or rollout.

Project Management can provide the foundation for a well-managed project. Serving as the focal point for project resources, the IBM project manager:

- develops the project plan
- manages project change
- addresses problems and issues
- provides centralized project control
- coordinates resource scheduling
- reports on project status.

"IBM management of the project enabled us to be up and running on time."

Robert Frost
Technical Support Specialist
Highland School Technology

Benefits:

- Single point of contact
- Reduced risk
- Improved quality
- Faster implementation
- Limited disruption
- Improved communications
Our proven methodologies and rigorous project planning and controls help achieve business objectives.

By utilizing tried and proven processes and methodologies, we help:

- limit business disruption during implementation
- ensure consistency in implementation
- ensure high-quality products and services
- utilize cost-effective methods of implementation
- adhere to defined schedules.
IBM will tailor a project plan and project management procedures to include site and facilities planning, proof of concept prototypes, technology refresh planning and installation and deployment planning.

Benefits:

- Faster rollout and deployment
- Limited business disruptions
- Reduced project risk

"Logistically difficult to do...IBM was in an ideal position to perform... IBM was willing to integrate our choice of total solution components. It's important to (us) that we know we have a partner that's going to be there, like IBM. It helped enable us to complete our branch rollout according to schedule."

Skip Klapheke III,
Senior VP/Director of Automation
First Union Corp.
Site Readiness Services: We prepare each site for the equipment to be deployed prior to installation, resulting in faster, more efficient installations and optimized system availability.

Based on industry standards, we:
- define your site preparation requirements
- evaluate your current environment
- verify that the necessary physical facilities accommodate your new technology.

Benefits:
- Increased installation efficiency
- Optimized system availability and business continuity
- Limited project risk
Asset Acquisition: IBM will manage the acquisition of your assets to be deployed.

We will execute your acquisition plan, including:
- new acquisitions
- asset refurbishment
- equipment redeployment
- collection of asset data.

Benefits:
- Leverage existing IBM Contracts
- Streamlined procurement
- Reduced administrative costs
- Collect all asset data
Predelivery Preparation Services: Pre-installation testing and configuration can reduce the potential for problems at startup and disruption at your site.

Capabilities:
- Hardware and software integration and testing
- Inventory Management
- Redistribution
- Refurbish/ Redeploy
- Lease Returns

Multivendor and Multiplatform Skills:
- IBM/ OEM
- Desktop, Laptop, and Server
- Networking Hardware
- Mobile and Wireless
- Kiosk

Benefits:
- Problem resolution prior to installation
- Faster onsite installation
- Limited end-user disruption

"IBM provided a tested set of components that were configured to run together in a particular branch. Prior to delivery, the configuration had been taken apart... tested and then repackaged. All these services helped ensure a successful installation when the equipment was delivered to branch locations."

Skip Klapheke III,
Senior VP/Director of Automation
First Union Corp.
Installation Services: We install hardware and software at each of your locations and verify proper operation.

Our installation teams:
- are trained on the requirements of each client project
- follow standard processes based on proven methodologies
- report status to and receive support from the project office.

Benefits:
- Consistent approach
- Smoother installation
- Reduced risks
IBM coordinates the required logistics for a timely deployment.

**IBM**
- Teller/Point of Service/Work Station
- Mag Reader/WAN
- Pin Pad

**OEM Equipment**
- Server
- Multistation Access Unit (MAU)
- Patch Cables

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- Multistation Access Unit (MAU)
- Patch Cables

**Other OEM**
- UPS
- Printer

**Integrated System**

**Shipping**

- Acquisition
- Receive/Inventory
- New & Used
- Certify Load Image
- Stage
- Integrate
- Test as System
- Ship
- Asset Management

**Site Survey**
(6 weeks out)

**Site Preparation**
(3+ weeks out)
- Data
- Electrical

**Install/Test Communication Equipment**
(1-2 weeks out)

**Install/Test Complete System Configuration**

**Training**
(1-2 weeks out)

**Asset Management**

**IBM Operational Support**

**Old equipment removed**

**Integrated System Shipping**

**IBM Global Services**
IMAC Services provide ongoing infrastructure change support.

IBM can provide ongoing IMAC (Installation, Move, Add and Change) support to help manage your infrastructure once it is initially deployed. These services, typically performed for one user at a time, include:

- installations of new equipment
- equipment moves
- additions to existing devices
- configuration changes.

Benefits:

- Reduced risk
- Improved end-user support/satisfaction
- Alternative to diverting internal resources
- Provides ability to track and manage assets
Post-support Services: We offer ongoing support to foster optimum availability once your systems are deployed.

Our services include:
- help desk
- configuration management
- hardware maintenance
- software support
- equipment modification
- equipment relocation.

Benefits:
- Increased end-user productivity
- Optimized system availability
- Predictable support costs
Asset Management Services consists of tools and processes for capturing, integrating and maintaining technical and financial information about technology assets from acquisition through disposal.

Asset Management enables an enterprise to make informed decisions and effectively manage operations in the following areas:

- strategic planning and budgeting
- enforcement of IT standards
- management and timely deployment of IT assets
- contracts management (hardware and software suppliers, maintenance providers, and leasers)
- asset tracking (configuration and demographic).

Benefits:
- Lower costs
- Improved interoperability through standardization
- Improved end-user support
Asset Management helps answer some basic questions.
We can help you with the challenges of managing your IT assets.

**Key Issues:**
- Accuracy and currency of asset management data
- Integration with other tools
- Securing end-user buy-in

**Key Drivers for Asset Management:**
- Lowering total cost of ownership
- Environment standardization
- IT forecasting and planning

**Key Uses for Asset Management Data:**
- Software license management
- Standards execution and enforcement
- Procurement and lease management
IBM asset management solutions incorporate the four data categories and apply them to a broad spectrum of IT assets.
Why Choose IBM?

IBM Global Services is a leader in IT services

- Recognized industry leadership in infrastructure management
- Global capabilities
- Ability to design and deliver comprehensive, end-to-end infrastructure resource management solutions
- Proven methodologies, expertise and experience in IRM solutions

Recent International Data Corporation (IDC) report results rank IBM #1 IT service provider in the following areas:

- technical expertise
- ability to work with clients' organization/employees
- track record
- implementation speed
- IT solution implementation
- IT strategy consulting
- business strategy consulting.

IDC, The Value of Brand: Market Perception of Leading IT Service Providers, April 2002
Technical expertise was rated the most important attribute when evaluating an IT services firm.
Ability to Work with Clients' Employees rated the second most important attribute.

Note: Includes the percentage of respondents giving each firm a best-in-class rating for ability to work with employees.
Source: IDC, 2002
Track record of a potential services firm was rated the third most important attribute.

Note: Includes the percentage of respondents giving each firm a best-in-class rating for their track record.
Source: IDC, 2002
Implementation Speed

Implementation Speed of IT Services Firms

Note: Includes the percentage of respondents giving each firm a best-in-class rating for implementation speed.

Source: IDC, 2002
IT Solutions Implementation

Best IT Services Firm for IT Solutions Implementation

Note: Includes the percentage of respondents giving each firm a best-in-class rating for IT solutions implementation.

Source: IDC, 2002
IT Strategy Consulting

Best IT Services Firm for IT Strategy Consulting

Note: Includes the percentage of respondents giving each firm a best-in-class rating for IT strategy consulting.
Source: IDC, 2002
Business Strategy Consulting

Best IT Services Firm for Business Strategy Consulting

Note: Includes the percentage of respondents giving each firm a best-in-class rating for business strategy consulting.
Source: IDC, 2002
Resources

For more information on IBM Resource Management Services, visit our Web site at:
http://www-1.ibm.com/services/ism/irm/

Or call:
1-800-IBM-4YOU