

IBM® Managed Maintenance Solution for Cisco Products

If your network goes down, your operations go down. And it can happen faster than you think. All it takes is one router to fail or one virus to break through and your communications are instantly frozen. Not only that. Your network likely includes products from multiple vendors. That means it can take a lot longer to track the problem and fix it.



Highlights

- High network availability services
 - Total end-to-end view of your network
 - Single focal point for all issues
 - A proven nationwide parts delivery and repair process
 - Fast on-site response times
 - Cisco certified support
 - Access to Level 3 Cisco TAC Support
 - Access to software downloads and online Cisco tooling
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IBM® Managed Maintenance Solution (MMS) for Cisco Products has the end-to-end skills it takes to get you up and running again fast. When necessary our Cisco certified Network Support Platform can access your network to perform problem determination remotely. When problems happen, our nationwide pool of expert networking technicians is ready to provide onsite maintenance support for your Cisco equipment. We can satisfy customers with even the highest availability requirements. We also provide 24x7 Internet Operating System (IOS) and Application Software remote technical support.

IBM maintenance services help your organization avoid or reduce downtime while protecting the security and resiliency of your operations. Our network maintenance offering is:

Fast

We provide local, national and international coverage. If you need on-site support, parts are shipped to arrive at the same time as our technician within the timeframe specified in your maintenance agreement.

Skilled

Our network experts average 15 years of experience each, so there's not a lot they haven't seen before. They have multiple technical certifications from the Networking manufacturers whose products we support. Our on-site technicians also have instant access to IBM's Knowledge Database, where they can tap into proven answers to networking questions from around the world. They can also access remote regional support specialists 24x7 for help solving complex problems.

Simple

IBM Global Services is the single point of contact for all questions and concerns, also for IBM and other non-Cisco products

IBM Software Support Services

Supporting the hardware infrastructure is your first line of defense for high availability. The software layer is equally important, however. Any unforeseen glitches here will immediately impact the productivity of your users. To help your organization achieve non-stop operations, IBM offers vital operational support services for your Cisco products, all delivered by IBM technical specialists. IBM has met Cisco's stringent requirements for being a Global Certified Partner since 2000.

As part of the Global Certified Partner Program, IBM employs more than the required number of Cisco Certified Internetworking Engineers (CCIEs). Our highly skilled Cisco specialists work with state-of-the-art systems in a fully functional Cisco Systems Lab to provide leading edge support. And, because software problems don't always follow normal business hours, we provide remote support 24x7 for Customer Critical Problems.

IBM Software Support for Cisco Application Software

- ✓ Full support for a complete range of Cisco software networking applications such as Voice and IP communications, Network Management, Security and Content Networking and many others
- ✓ Extensive problem determination and problem source identification skills
- ✓ Software defect support and software maintenance
- ✓ Telephone and or electronic access
- ✓ Reduce frequency and severity of network problems
- ✓ Global service capabilities

Why IBM?

Since 1999, the IBM and Cisco alliance have helped organizations like yours use groundbreaking technologies to find better ways to connect people and share critical data across their businesses. The alliance helps you maximize business results by uniting IBM's vast industry, business process and implementation expertise with Cisco's world-class unified communications and networking technologies.

This alliance integrates a broad range of industry-specific expertise and cutting-edge solutions, all based on respective core competencies in foundational technology architectures, software and services. And we're ready now to help you overcome the constraints that time and distance traditionally impose on transforming your business.

IBM and Cisco

- The combined strength of IBM and Cisco delivers service value to your organization
 - One of the strongest partnerships in the IT industry
 - A holistically relationship enabling us to utilize the individual strength of each company to provide business insight and value to you
 - Bringing IBM's business knowledge and service expertise together with Cisco's networking expertise and best practices
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Produced in the Netherlands, 2014
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IBMTSS-MMSFORCISCO-14-BNL-UK-01