



Highlights

- Simplifies support with a hosted service management solution in an IBM Cloud computing environment
 - Helps drive end-user support costs down with software-as-a-service and subscription-based pricing
 - Enables more rapid diagnosis and resolution of IT incidents and service requests
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Optimize support with web-based subscription services

Simplify end-user support with an IBM Cloud-hosted, software-as-a-service system

Are you dealing with the growing demands of your service management systems, which can be difficult to integrate and expensive to support? You may be considering software-as-a-service (SaaS) deployment to help reduce costs, avoid costly calls and deliver consistent incident management to your dispersed workers, but you are concerned about the transition or potential business disruption.

IBM Tivoli® Live – service manager helps you take advantage of cloud computing benefits while reducing the complexity of your infrastructure. The cloud enables dynamic delivery and web-based software management so that a wide range of Tivoli service management solutions can be deployed rapidly and elastically as you need them—subscription- and role-based pricing help you meet your business requirements. We can help enhance management and reliability of your existing service desk while allowing you direct access to administrative updates, freeing your IT staff to focus on more critical business issues.

Reducing complexity with a hosted environment

Our service manager solution helps you provide a high level of support to end users without the burden of managing technologies and services in-house. IBM delivers leading-edge service management software on the Cloud, so services can be deployed as you need them. You retain administrative access to the service management tools, making onboarding and configuration of user profiles easier. IBM hosts the security-rich infrastructure, manages the software code and upgrades the underlying technology.



Helping to reduce support costs while delivering greater value

Our subscription-based pricing enables predictive budget planning and can help reduce your total cost of ownership while accelerating return on investment. The solution helps reduce the need for additional up-front capital investment or staff, with savings on hardware and software license costs, as well as reduced labor, IT support and outside maintenance expenses.

In addition, flexible and configurable service options allow you to select only what you need from a proven, easier-to-integrate suite of Tivoli service management solutions, enabling you to scale more quickly for a faster time to value.

Providing best practices to help speed incident and problem resolution

Because our service manager solution is purpose-built around IT Infrastructure Library® (ITIL®) best practices, our standardized, ITIL-compliant, Pink Elephant-certified solution with easier-to-integrate workflows help drive higher first-call resolution, and fewer repeat calls coming into the service desk for recurring problems. We can provide easy access to Tivoli documentation so you can further optimize incident resolution.

Why IBM?

IBM can bring 30 years of end-user support experience, ITIL best practices and world-class service delivery and service management solutions. You can take advantage of IBM's affordable infrastructure, cloud computing services and ongoing investment in leading-edge technologies to help improve end-user experiences and reduce support costs.

For more information

To learn more about IBM Tivoli Live – service manager, please contact your IBM representative or IBM Business Partner, or visit the following website: ibm.com/services/enduser

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