



IBM Software Subscription and Support: protecting your data, your business continuity and your software investment

IBM S&S Information Management Value Video featuring Al Martin, VP, Worldwide Client Support, Information Management

IT business requirements and environments are changing and they're changing quickly, we're in the area of big data. There's a delicate balance of speed and accuracy of data gathering and assessment versus cost in the IT environment. It's moved the IT infrastructure into a mission critical space.

As a result clients expect absolutely no down time, should an issue occur it needs to be addressed quickly, swiftly. It's all about time to relief and time to resolution. That's where Software Subscription and Support comes into play. IBM Subscription and Support is the vehicle to protect your data, protect your business continuity, and protect your software investment.

The subscription piece allows access to the latest innovation within IBM, that's product enhancements, product features, and functions.

The support piece provides unlimited access, to worldwide experts to assist in any issue that you may have.

IBM has a state of the art; follow the sun infrastructure to deal with business continuity. We've got experts worldwide to address your issues 24/7/365, any day of the week should you need us. This can be in many forms and many delivery channels. The IBM Support web portal provides access to knowledge assets to drive issue prevention and diagnostics.

Clients may issue an electronic service request (SR) to talk to any one of our analysts worldwide live and in local language support. We're the IT infrastructure behind your IT infrastructure.

IBM Software Subscription and Support maximizes your investment, it increases your ROI, it minimizes downtime, it improves productivity, and most importantly, accelerates time to value.

Our objective within IBM is to drive client success. We hold this as a fundamental principle so that we give clients the value that they deserve.