

What is IBM Service Management?



IBM Service Management focuses on service visibility, control and automation to help you efficiently and cost-effectively deliver high-quality services that make your business more competitive.

- **Visibility: see your business services in real time.**
Understand what's going on with all your business services, deliver real-time insight into business services and access rich historical reports.
- **Control: govern your services — and minimize risk.**
Get services under control to better meet compliance requirements and reduce risks to services and your corporate reputation.
- **Automation: speed up tasks and processes.**
Speed service delivery by reducing manual intervention.

Orchestrate IT improvements — get business results

Use visibility, control and automation to tackle some of the biggest issues that impact your business' bottom line.

- **Increase application availability** to ensure service availability.
- **Consolidate operations management** to reduce IT costs.
- **Use business service management** to speed event response.
- **Optimize virtual environments** to reduce expenses and increase availability.
- **“Green” your data center** to cut power expenses.

What our customers have to say

Get insight on what IBM Tivoli® customers are saying about their improved visibility at ibm.com/software/catalog/servicemgt/visibility

Address IT's most pressing challenges

Do you really need IBM Service Management? Here are a few considerations:

- Are you unable to holistically visualize and manage services?
- Do teams spend most of their time isolating and diagnosing problems?
- Are IT operations costs growing out of control due to data inconsistency and lack of visualization?
- Is your virtualized environment difficult or impossible to manage?
- Are the costs of powering your data center growing out of control?

If you answered yes to any of these, IBM Service Management software can help.

IBM Service Management components

IBM Service Management software breaks down service management challenges according to need. Choose solutions from one or all of the following:

- **Service availability and performance** — strategic insight and objective information
- **Service delivery and process automation** — automate with fully integrated processes
- **IT asset and financial management** — align IT costs with business goals
- **Storage management** — reliable access to information
- **IT governance** — value, efficiency and control
- **Service deployment and life-cycle management** — operations and development collaboration
- **Service providers** — assure the quality of next-generation services

For more information

To learn more about how you can remove the obstacles to service management, contact your IBM representative or IBM Business Partner, or visit these Web sites:

Visibility, control and automation:

ibm.com/software/tivoli/solutions/vca

IBM Service Management:

ibm.com/itsolutions/servicemanagement

© Copyright IBM Corporation 2008

IBM Corporation
Route 100
Somers, NY 10589
U.S.A.

Produced in the United States of America
June 2008
All Rights Reserved

IBM, the IBM logo, ibm.com, Tivoli and Visibility. Control. Automation. are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both. If these and other IBM trademarked terms are marked on their first occurrence in this information with a trademark symbol (® or ™), these symbols indicate U.S. registered or common law trademarks owned by IBM at the time this information was published. Such trademarks may also be registered or common law trademarks in other countries. A current list of IBM trademarks is available on the Web at "Copyright and trademark information" at ibm.com/legal/copytrade.shtml

Other company, product and service names may be trademarks or service marks of others.

Disclaimer: The customer is responsible for ensuring compliance with legal requirements. It is the customer's sole responsibility to obtain advice of competent legal counsel as to the identification and interpretation of any relevant laws and regulatory requirements that may affect the customer's business and any actions the reader may have to take to comply with such laws. IBM does not provide legal advice or represent or warrant that its services or products will ensure that the customer is in compliance with any law or regulation.