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Tivoli Integrated Service Management
Optimizing the World's Infrastructure

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THE CENTENNIAL

The story of IBM is an ongoing story of…

Pioneering the science of information

How to capture the opportunity of enterprise computing

Reinventing the modern corporation

How to build a new kind of organisation and sustain it over time

Making the world work better

How to apply technology to transform companies, industries, societies

. . . delivering world-changing progress

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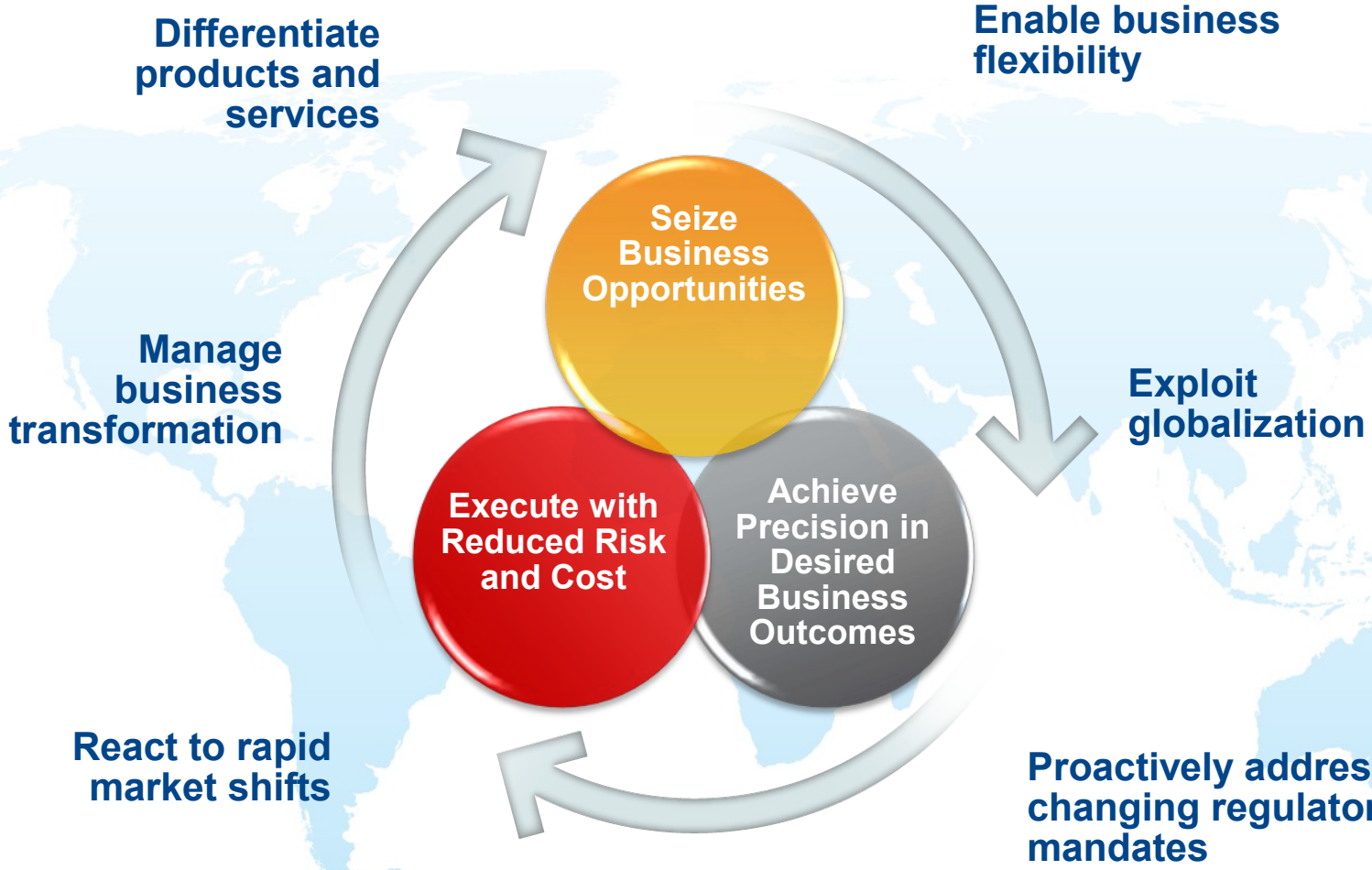
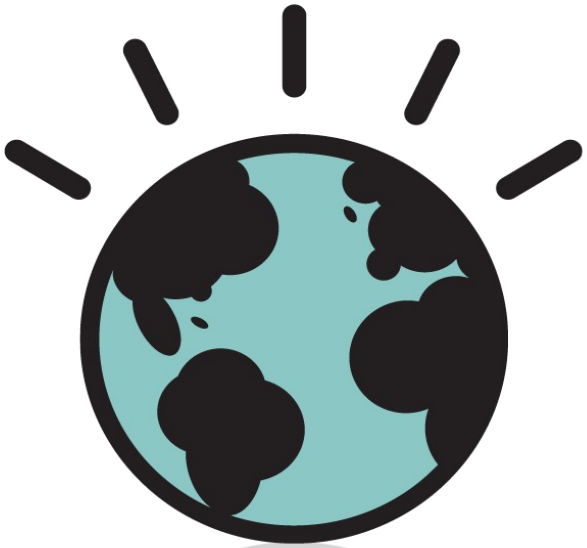
Optimizing the World's Infrastructure

Today's Businesses Face an Unparalleled Rate of Change



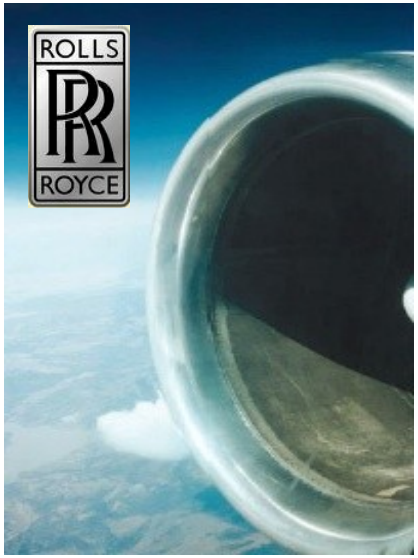
The world is getting smarter …



INSTRUMENTED

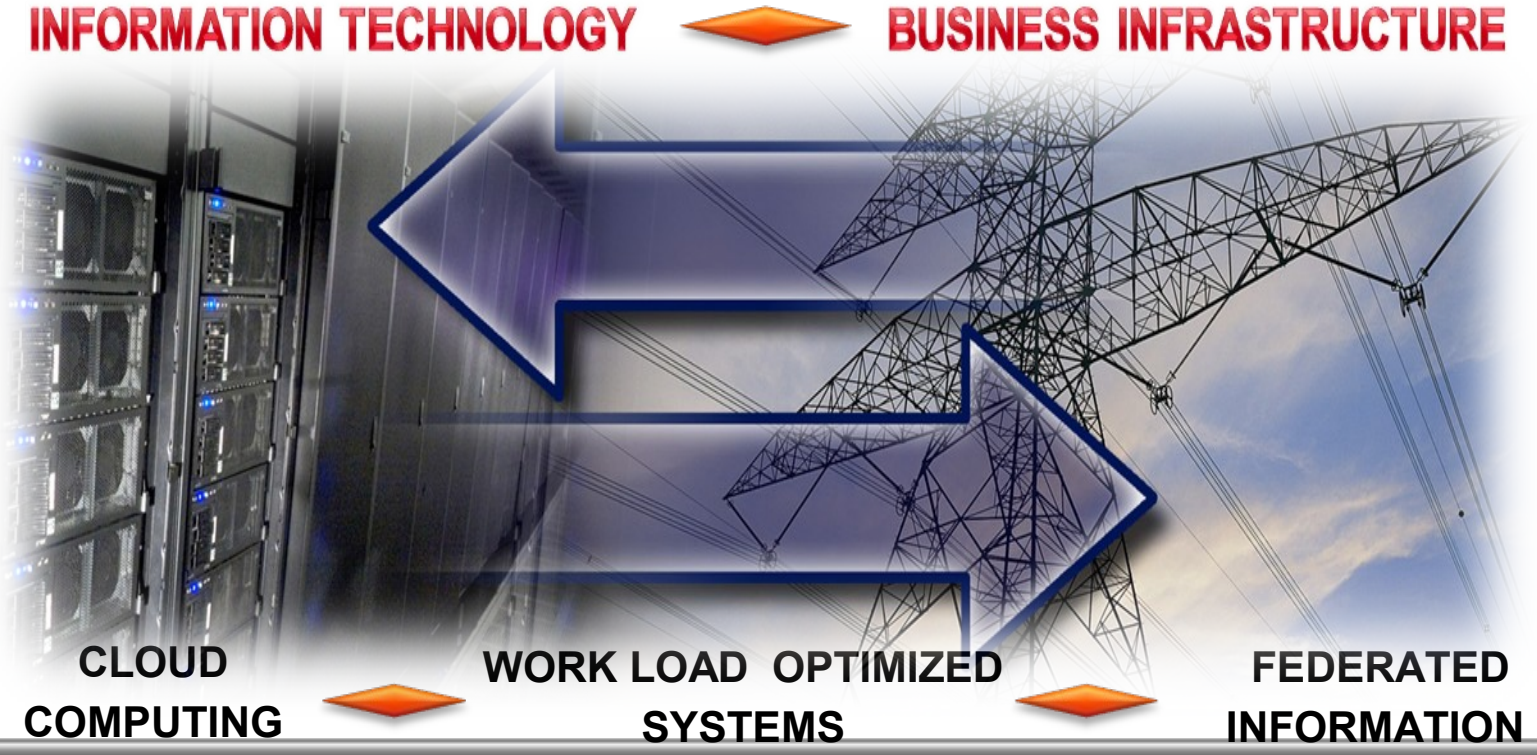
INTERCONNECTED

INTELLIGENT



Integrated Service Management

Business Services & Assets



Visibility, Control and Automation™ across the End-to-End Business Infrastructure and Service Chain

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An Increasing Dependence on Technology Leaders

Improve ROI of Technology

80%

CEOs anticipate turbulent change and bold moves.[1]

Secure by Design

64%

of CIOs work with senior business executives to drive innovation.[2]

Make Innovation Real

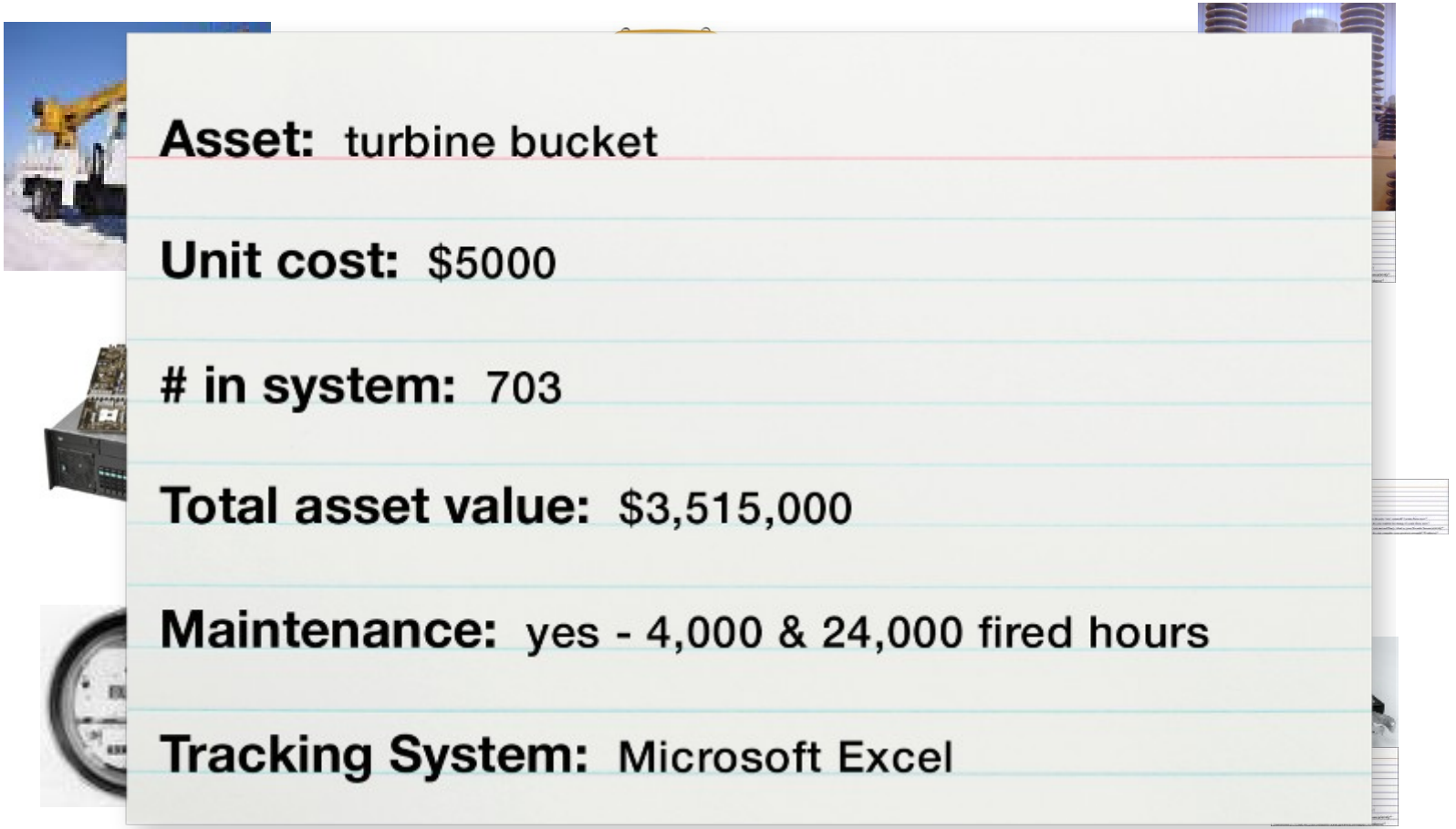
3x

increase in the gap between leaders' need and their ability to deliver it.[1]

Expand Business Impact

Source: 1.IBM CEO Study;
2. IBM CIO Study

The World's Infrastructure ….



OVER

1,500,000

Assets

OVER

$90,000,000

CapEx

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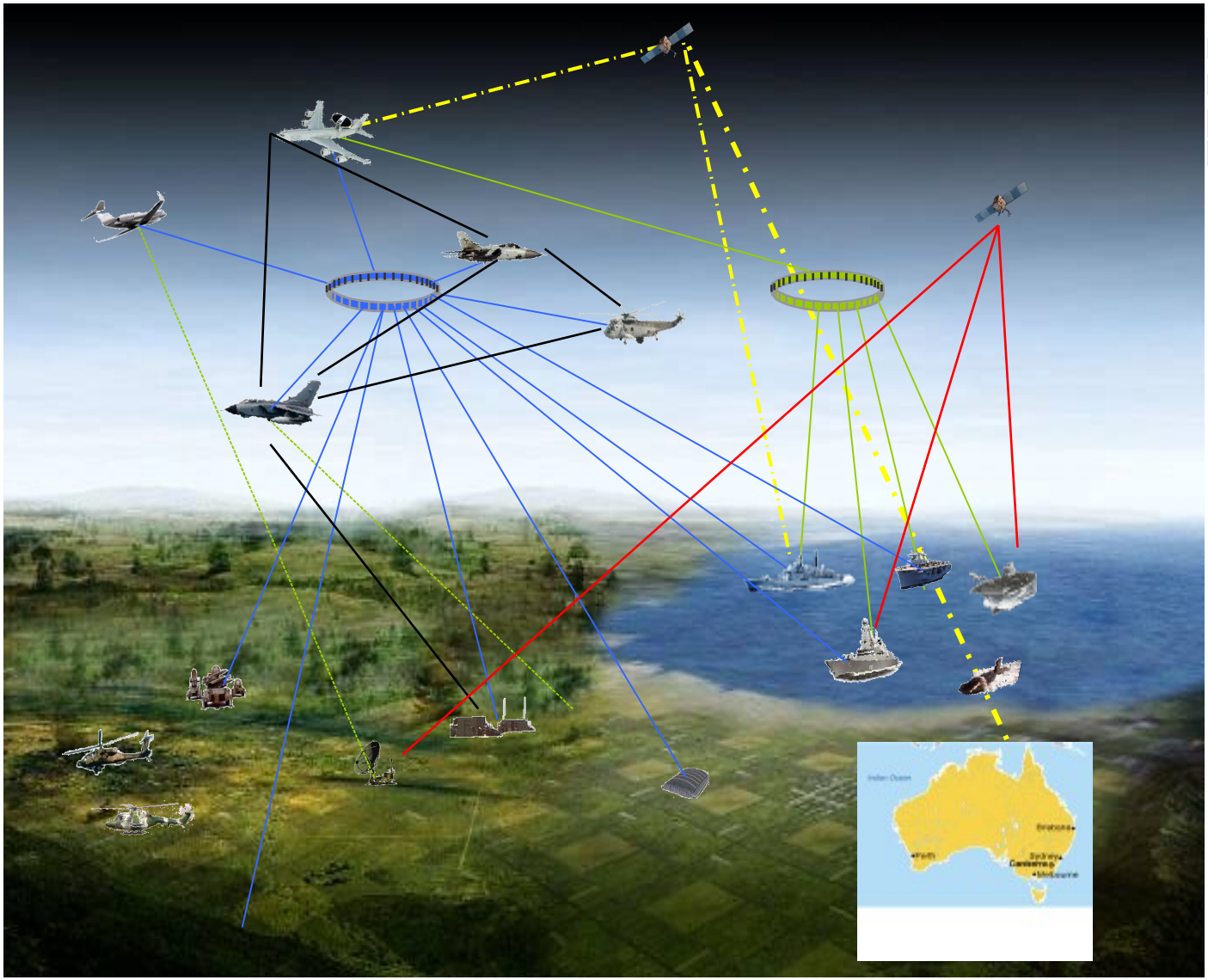

Running Securely and Flawlessly

ISM Provides a Comprehensive Set of Capabilities

For
Data Centers

For
Design & Delivery

For
Industries

Security & Compliance

Cloud & Virtualization

Asset Management

Business Service Management

Storage Management

Network & Service Assurance

Systems Management

Continuing to Expand Our Capabilities…

- Image / Virtualization & Cloud Management
- End point Management Solutions
- Network Management Solutions

- Real-time Asset Locator
- Intelligent Network Metering
- Smart Buildings Management

- Security Intrusion System
- Space Management Solutions
- SaaS Service Desk Management
- Analytics Solutions

BIGFIX
An IBM Company

TRIRIGA®
An IBM Company

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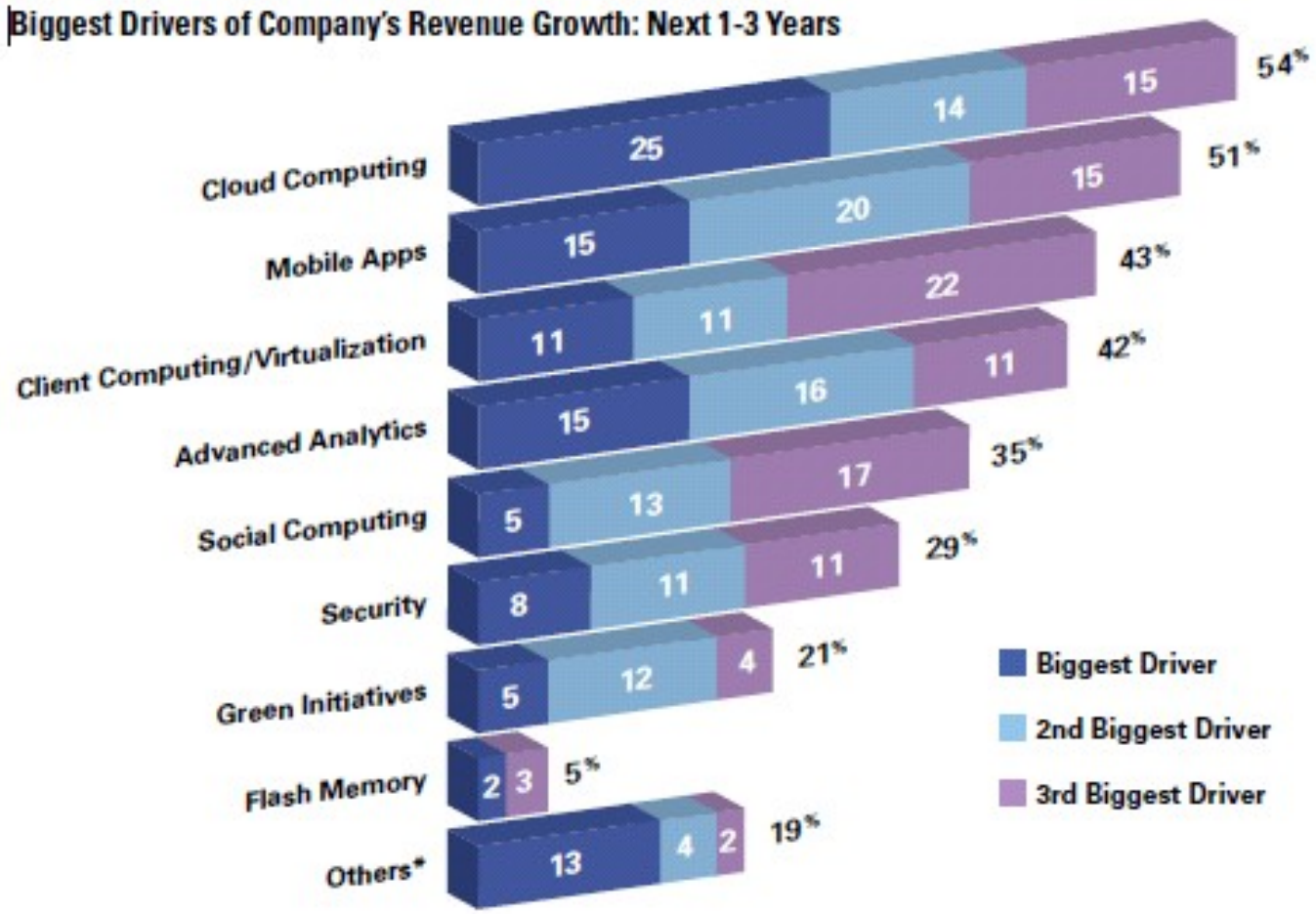
Integrated Service Management Will Be A Key Capability For The Drivers Of Growth



Source: Technology Industry Executive Survey, KPMG, July 2010

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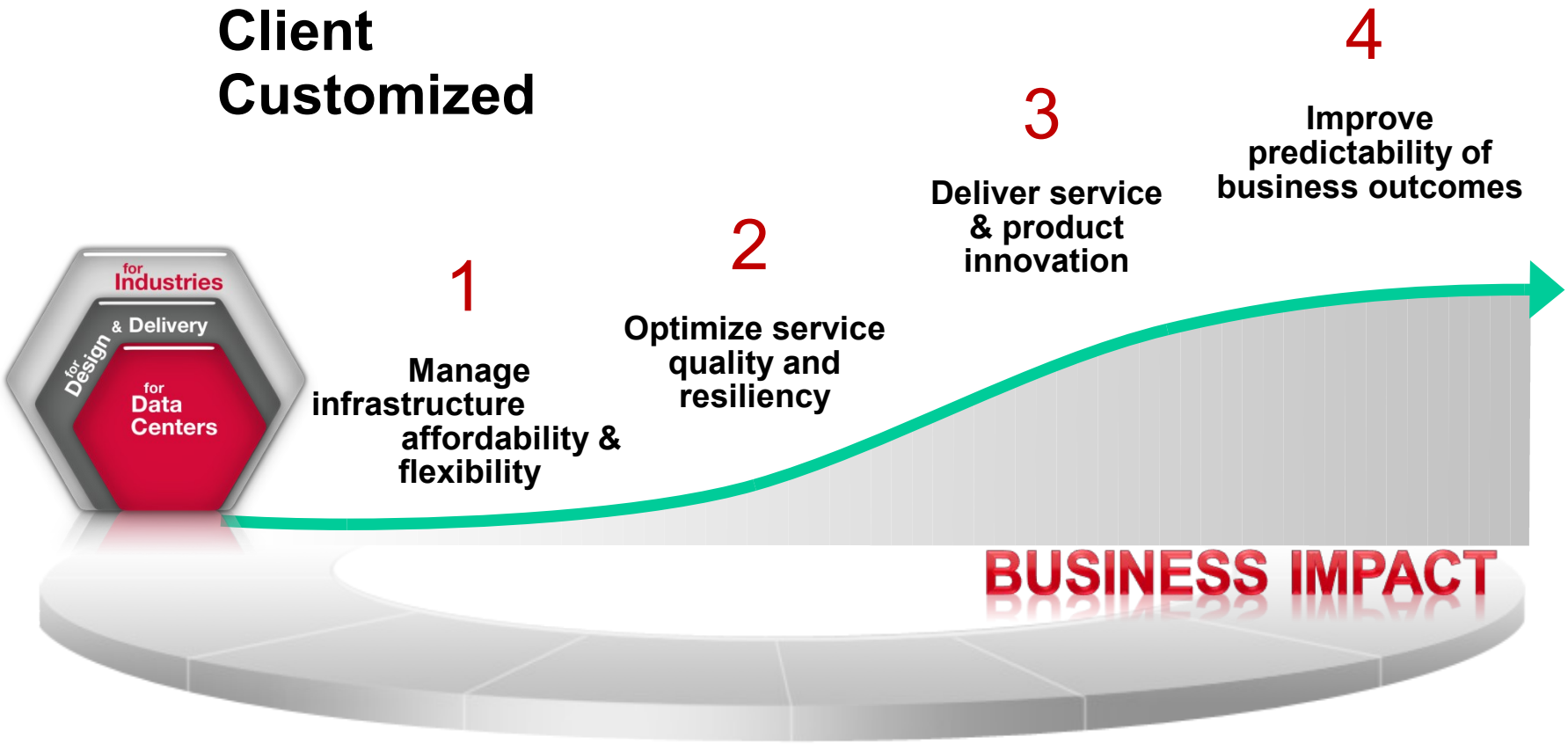
A Focus on Delivering Progression Paths and Best Practices



IBM INTEGRATED SERVICE MANAGEMENT PLATFORM

Innovative New Services Are Changing the Way We Live and Work

Smarter energy services

Smarter energy grids reduce CO2 emissions by 14%, enable compliance with federal mandates, while improving service reliability & lowering energy cost to consumers by 10%.

Smarter building services

Smart buildings reduce energy & CO2 emissions by 10-50% and water usage 20-50%, while reducing pollution, & brownouts and enabling a safer work environment for employees.

Smarter traffic services

Smarter traffic management systems drive 40k/day new users of public transportation, reduce traffic by 20% and emissions by 12%, while improving commuter quality of life with less traffic.

Smarter telecom services

Smarter telecom services enable 85% faster time to market reducing service delivery from 10 months to 40 days, while enabling broader communication and entertainment choices for users.

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Pulse2012

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Don't forget to register for Pulse2012 in Las Vegas – March 4th through 7th

http://pulse.vportal.net/registration/pulselogin.cfm

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