

Accelerating agility, performance and innovation

IBM Integrated Managed Infrastructure Services for Azure

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Gold

Microsoft Partner

Azure Expert MSP



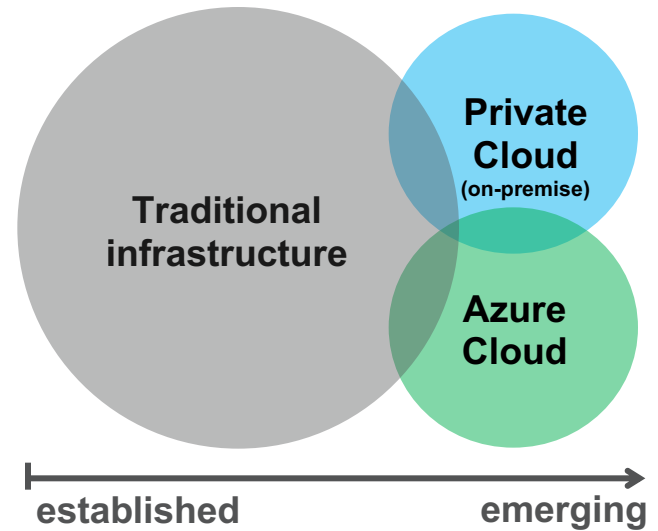
The hybrid environment is the new norm of enterprise IT

Enterprise IT is...

“Equipping an enterprise to meet—and exceed—the rising expectations of every customer by purposefully fusing established and emerging technology and services.”

Enterprise IT enables companies to achieve competitive advantage by:

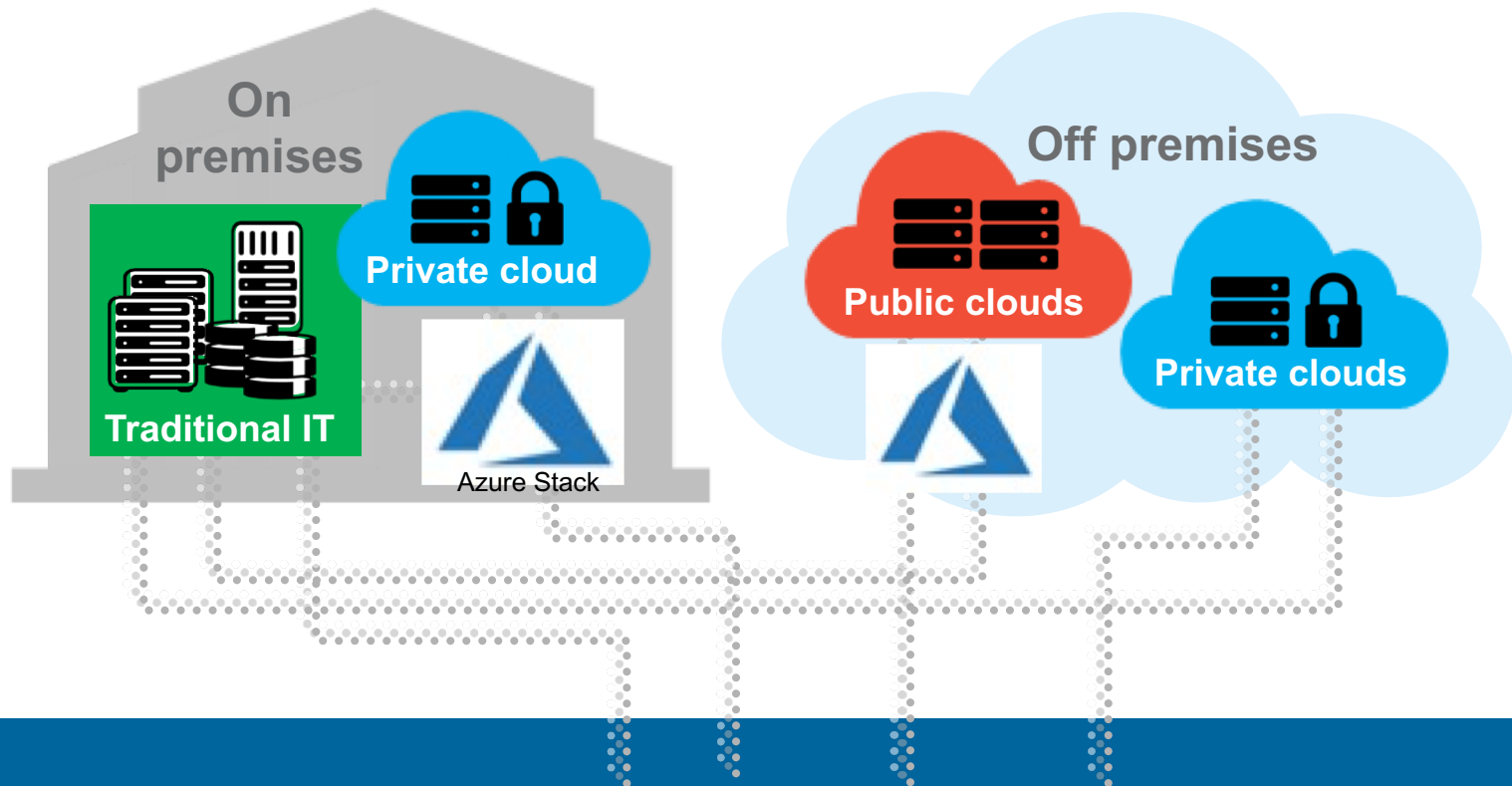
- Innovating business models, products and services at speed, and at scale
- Using data to make better business decisions and drive revenue
- Establishing a holistic approach to technology
- Optimizing the return on existing investments
- Quickly adopting and applying new technology



Enterprise IT



IBM Integrated Managed Infrastructure (IMI) services enable a fully integrated and managed IT infrastructure



**Design, build and management services
for your entire enterprise IT infrastructure**

Any platform. Any provider. Any location.



IMI delivers capabilities to design, build and manage your enterprise IT environment end to end



Modular flexibility

Adapt to rapidly changing business demands by adding modular services instantly as needed



Application visibility

Anticipate problems and keep business running strong with comprehensive infrastructure visibility



Broad platform support

Integrate and manage across heterogeneous platforms via a single pane of glass



Global talent and reach

Optimize performance continuously with around-the-clock vigilance and a global presence



Rapid innovation platform

Design, launch and manage innovative new solutions at the speed of business



Advanced automation and cognitive learning

Gain predictable and repeatable outcomes every day, every time with powerful autonomies



Automated orchestration

Deploy, provision and manage the entire solution with agility using an extensive library of patterns



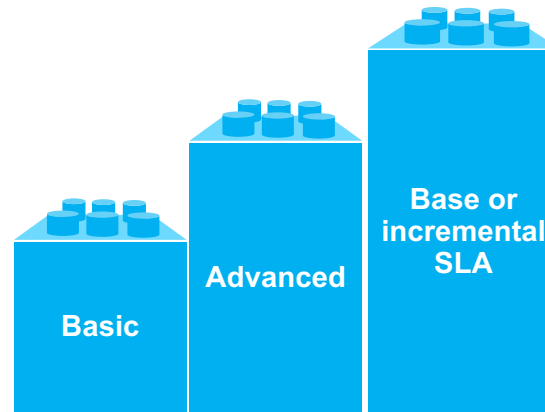
Adapt to rapidly changing business demands by adding or removing modular services as needed



**Pick the services
you want**

IMI has the largest and most diverse industry catalog of integrated service modules for the design, build, and management of enterprise IT environments

IMI also enables the managed elasticity of IT capacity consumption via this modular framework



**Pick the level of
service you need**



**Pay only for the
services you use**



Anticipate problems and keep your business running strong with application visibility



Application
visibility



- Better visibility into the health of the application and underlying infrastructure
- Faster problem identification, isolation, and prevention
- Predictive insights to detect and correct anomalies before they impact users
- Improved user experience

IMI provides application performance monitoring and management with an end-to-end view of the service as experienced by your customers



IMI securely integrates and manages across heterogeneous platforms via a single pane of glass



Broad platform support

IMI has the technical breadth and depth across the widest range of industry-leading platforms

IT platforms

Enterprise IT

- Traditional IT
- Private cloud (IaaS, PaaS)
- Public cloud (IaaS, PaaS)

Vendors / Technologies

- IBM SoftLayer®
- Amazon Web Services
- Microsoft Azure, Windows, SQL
- Apple
- HP
- Sun
- VMware
- Red Hat
- EMC
- Oracle Application Server, Designer, RAC
- Symantec (Veritas)
- Sybase
- and many more...

IT components



Cloud



Middleware



Server



Storage



Database



Networking



Groupware

Visibility into compliance



Service-specific security measures

Auto-enforcement of security and compliance policies

Continuous compliance engine

Gold
Microsoft Partner
Azure Expert MSP
Microsoft

Optimize performance continuously with around-the-clock vigilance and a global presence



Global talent
and reach



Fill talent gaps across
the organization



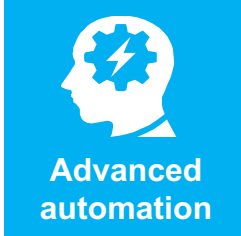
**IMI enables you to leverage
the specialized skills and
expertise of 100,000+ IBM
resources in 170 countries**



Expand internal knowledge
and capabilities



Gain predictable and repeatable outcomes every day, every time with powerful autonomies



Auto-deploy

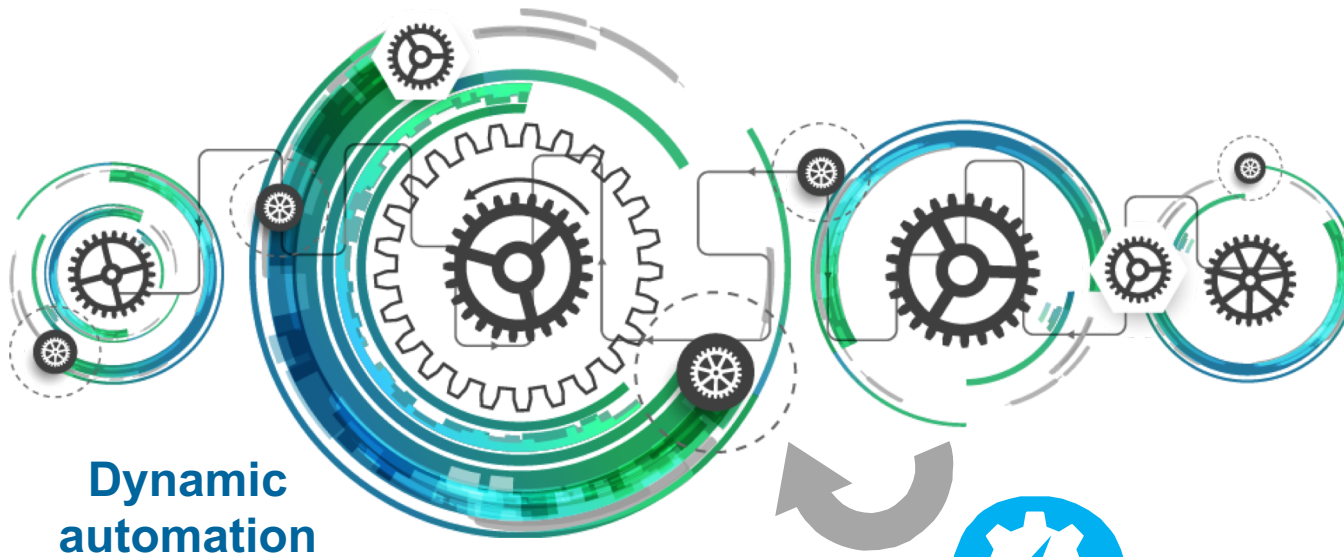
IMI services and infrastructure

Auto-detect

performance issues using advanced analytics

Auto-resolve

issues using robotic virtual engineers



Consistent quality and service assurance



Cognitive learning

64% of incidents auto-resolved¹
90% reduction in resolution time²

¹Based on IBM experience. It does not apply to other cases.; ²Based on IBM experience with a client engagement for resolving 'file system full' resolution.

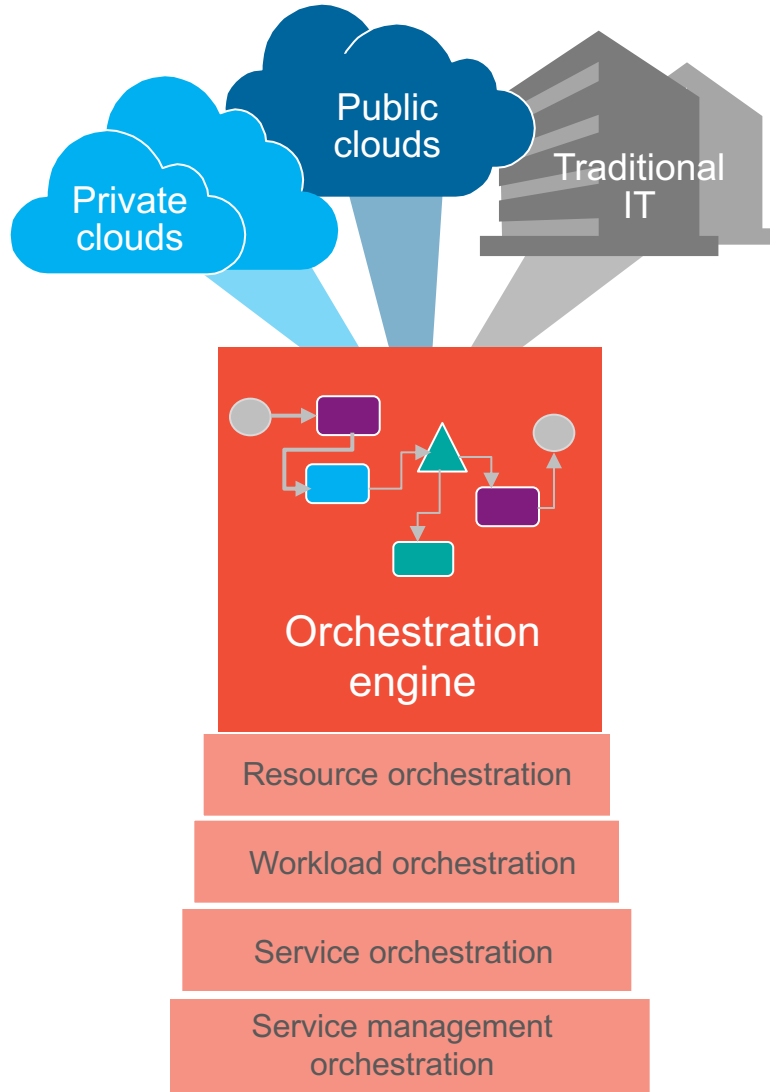
The resolution time was reduced from 110 minutes to less than 10 minutes. Individual results may vary.



Deploy, provision and manage the entire solution with agility using an extensive library of patterns



Automated
orchestration



IMI has the largest collection of patterns for automating and managing cross-cloud orchestration

- **Workload-aware** placement, optimization and operation
- **End-to-end automation** of cloud service delivery across all IT processes and domains
- **Pattern-based rapid application provisioning and deployment**
- **Pre-integrated** to IBM SoftLayer and various private and public cloud implementations



IBM is a recognized leader in managed services, with IMI implemented by clients and industries worldwide

**More than 100 clients worldwide
across all industries
with new deployments up and
running in as little as a few days
depending upon clients'
requirements**

Forrester ranks IBM a leader in infrastructure outsourcing and management services¹

“Forrester’s research uncovered a market in which IBM leads the pack by substantial margin...”

“IBM has a very strong vision for the future of infrastructure services and also has a very well-balanced global delivery model.”

Highest score possible in these criteria:

- Global delivery model
- Global geographic staffing distribution
- Standard infrastructure service portfolio
- Innovation
- Investment to support strategy
- Vision for infrastructure services

¹Forrester, “The Forrester Wave™: Global Infrastructure Outsourcing, Q1 2015,” January 13, 2015.



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