



IBM Implementation Services for storage products

Highlights

- ***Makes implementation services easier to understand and buy***
- ***Helps you take advantage of more features and benefits of your storage products***
- ***Helps organizations gain desired value from storage products by confirming that prerequisites are met***
- ***Improves the quality of implementation efforts by applying expert-level skills, methods and guidance***
- ***Allows internal resources to remain focused where they are most needed***
- ***Enables in-house staff to provide ongoing storage support with targeted documentation and training***

Managing the complexities of storage solution implementation

As organizations look to expand IT capabilities or expand their IT infrastructures, their needs for data storage grow increasingly complex. The desire to optimize existing assets and extract more value from information, coupled with the rising costs of storage capacity and management, is driving the need for more efficient, responsive storage environments. Implementing new storage products, however, takes specialized skills and resources that many organizations do not have in-house. This lengthens the time it takes to implement new products, increases the risks of these efforts and makes it more difficult for organizations to leverage investments in storage technology.

IBM Implementation Services for storage products provides planning, installation, configuration and basic skills education for new disk systems, tape systems, network attached storage systems and storage software. By taking advantage of the skills and guidance of experienced IBM personnel who utilize proven practices for storage-product implementation, you can enjoy the benefits of your updated storage infrastructure—perhaps sooner than if you managed the implementation yourself.

Simplifying the purchase of implementation services

IBM makes it easy for you to purchase and use our storage product services. These implementation services are aligned with IBM's storage product set, allowing us to offer standardized, fixed-price and fixed-scope services—which makes it easier for you to do business with IBM. We offer services for IBM's core storage products, including enterprise disk, IBM TotalStorage® SAN Volume Controller and Total Productivity Center software.

You can purchase implementation services for storage products when you buy products from your IBM Storage Systems sales representative or Business Partner, or you can procure them directly through IBM Global Services as needed. We make it easy, convenient and cost-effective for you to leverage your IT investment by combining leading IBM hardware and software solutions with the expertise and experience of our implementation team.

Optimizing the value of your storage infrastructure

Often, the implementation of new storage solutions involves several components across platforms, which can raise project costs and increase complexity. With implementation services for storage products, IBM works with you to understand key dependencies and appropriately plan for the transition to new technology. We apply this discipline whether you are adding new disk systems, tape systems, network attached storage systems or storage software.

Our technical personnel can help you leverage product features to improve the resiliency, performance and flexibility of your environment. For existing hardware and software, we will help identify new features and functionality that you may not be taking advantage of today. Throughout the entire process, we will create documentation on the implementation activity, so you'll be better able to maintain your environment after our work is complete.

Validating solution requirements

IBM's experts will work with you to identify business needs and risks and to help define the factors most critical to the success of your storage implementation. Working within the scope of your business requirements, we will help confirm that your new storage solution will meet your prerequisites, and we can suggest alternatives that may improve storage effectiveness. After the process is complete, we will validate and document that the implemented solution meets your initial requirements.

Mitigating the risks of business disruption

In delivering IT services, IBM uses defined, repeatable processes that follow the IBM Global Services Methodology. IBM has used this methodology and related aids to deliver thousands of infrastructure-related engagements globally. IBM works with you to create a plan designed to reduce the business disruption of implementation as well as the risks inherent to product transitions. You provide us with pertinent information via planning sessions or questionnaires, enabling us to identify potential obstacles in your storage environment that may impede you from meeting desired business or IT objectives. The implementation plan we create will use your defined challenges to determine an appropriate path for implementing your new solution. The deep technical expertise of our professionals enables us to support a wide range of storage environments and products.

Allowing you to keep internal resources focused where you most need them

Organizations often have personnel with knowledge and experience in implementing storage systems, but few are able to spare these key resources at the time (and amount) needed to ensure successful project results. IBM has teams that specialize in product implementation, including working on complex and large efforts. This means that you can keep your internal resources focused on projects or operational tasks that most require their time and attention.

Training personnel to maintain the environment

In addition to the thorough documentation we provide with your implementation, we also offer training for your personnel who will be involved with ongoing system operation and maintenance. Your IT team can directly benefit from the knowledge and experience of the IBM team, so they'll be better positioned to meet the ongoing service level requirements of your business. Plus, we can customize the training to match your team's current knowledge and skill levels.

Taking advantage of the experience of a leader

IBM has over 30 years of experience in providing storage product implementation services, with thousands of projects under our belt. Our implementation methods have been developed in conjunction with the IBM storage product development and support teams, and we have incorporated their guidance into our delivery methods. With skilled professionals available worldwide, IBM has unsurpassed global reach that can be paired with local resources to meet your needs.

For more information

To learn more about IBM Implementation Services for storage products, contact your IBM representative or IBM Business Partner, or visit:

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