



IBM Worldwide Client Centers

Supporting our clients in major cities around the world.

Why IBM?

The IBM Worldwide Client centers provide expertise and resources to assist clients and business partners to engage at every level of opportunity, encompassing:

- The initial briefings at one of our many Executive Briefing Centers
- Design Centers to assist in developing dynamic infrastructures
- Benchmarking applications at the IBM Benchmarking Centers
- Industry expertise at centers such as the IBM Banking Centers of Excellence
- Onsite Gap Analysis for Business Resilience and the other DI Initiatives from the High Availability Center of Competency
- Off-site Compute on Demand systems to help manage peak workloads.

The Centers are available in a growing number of international locations, including Beijing, Bangalore, Hanoi, Tokyo, Sao Paulo, Singapore and Seoul. Innovative new access methods (such as the IBM Virtual Briefing Center site, 1Q, 2010) will enable clients to access these resources and increase their levels of collaboration in building a smarter planet.



We have at least one type of center in each of the cities listed below.

Locations –

- Austin, Texas, USA
- Bangalore, India
- Böblingen, Germany
- Beijing, China
- Dallas, Texas, USA
- Gaithersburg, Maryland, USA
- Guadalajara, Mexico
- Greenock, Scotland
- Kirkland, Washington, USA
- London, England
- Mainz, Germany
- Makuhari, Japan
- Montpellier, France
- New York City, New York, USA
- Poughkeepsie, New York, USA
- Raleigh, North Carolina, USA
- Rochester, Minnesota, USA
- Seoul, South Korea
- Singapore, Republic of Singapore
- Sydney, Australia
- Tucson, Arizona, USA
- Tokyo, Japan

For an exact listing of which city hosts which type of center, visit our website:

www.ibm.com/systems/services/



Worldwide Client Centers

PROVIDING EXPERT CLIENT SUPPORT FOR SMARTER PLANET SOLUTIONS



The IBM Worldwide Client Centers are a vital part of our focus on making our clients' computing environment smarter and more dynamic. Utilizing IBM's vast capabilities for innovation, our centers assist clients in achieving their near-term and long-range goals.

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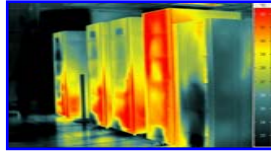
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IBM Executive Briefing Centers



Providing comprehensive, in-depth technology briefings, product demonstrations and solution workshops with expertise and advice required to build and adapt IT environments for today's ever-changing business requirements.

We apply the Dynamic Infrastructure strategy and Smarter Planet visions to real life data center & retail store IT challenges. We also inspire our clients through the delivery of our IBM Systems product offerings in our centers, at major events, at client locations and electronically – with fourteen locations worldwide.



www.ibm.com/systems/services/briefingcenter/

IBM Virtual Briefing Center – NEW OFFERING

Providing clients with direct access to briefing center personnel and IT resources, access to presentations, videos and blogs built by experts and delivered directly via pre-recordings or webcasts. Visit our new VBC today and acquaint yourself with its capabilities. <http://ibm-vbc.centers.ihost.com/>

Banking Center of Excellence

Designed to provide banking and financial institution clients with the knowledge, expertise, and resources necessary to greatly speed time to project completion and, more importantly, assist in radically reducing the risks typically associated with banking core systems and back office transitions.



www.ibm.com/systems/services/bankingcoe

IBM Systems Education and Sales Enablement

Ensuring that STG sellers, technical sellers, and Business Partners have the skills and technical support required to sell STG offerings and solutions. STG SmartZone access:



www.ibm.com/services/weblectures/smartzone

High Availability Center of Competency

Helping clients achieve their resiliency goals for their IT infrastructure and maximize the value, they receive from IBM servers and storage products. We are a team of experts providing onsite and remote assessments on Business Resilience and other DI initiatives on a world wide basis.



www.ibm.com/systems/services/highavailabilitycenter

World Wide Design Centers

State-of-the-art facilities where certified IT architects and specialists work with clients & business partners to analyze, assess, & design advanced IT infrastructure solutions. We help clients move from concept to implementation of a dynamic infrastructure or cloud computing environment by focusing on service & asset management, business resiliency, security, virtualization, energy efficiency and information infrastructure. For more details, send an email to: design@us.ibm.com or go to: www.ibm.com/systems/services/designcenter



IBM Systems Client Benchmark / Proof-of-Concept

Providing clients and business partners with IBM systems and storage benchmark capability worldwide, including proof of concept, scaling and performance services, as well as assistance in executing ISV application benchmarks needed to make purchase decisions. We provide on-site or remote access to the latest hardware, software, and tools to replicate complex client environments and facilities to host the engagements, with an extended team of highly skilled professionals to help create, manage, and analyze benchmark environments. Contact us at: www.ibm.com/systems/services/benchmarkcenter



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Visit our web sites for a detailed description of the centers and their specific offerings, or go to our main site: www.ibm.com/systems/services/

IBM Computing on Demand (CoD) Cloud Centers

The seven highly-secure, IBM CoD Cloud Centers provide infrastructure as a service. IBM's cloud computing solution helps clients evolve their information technology (IT) into a dynamic infrastructure with the highest level of security. When computing demands exceed in-house capacity, a client can quickly and easily shift excess workload to an IBM CoD center gaining additional processing capacity - by the hour, week, or year. Cost-effective, dynamic, secure infrastructure on demand. www.ibm.com/cloud/cod



IBM Systems Industry Center for Solution Integration

IT Architects and Specialists ensuring the most architecturally sound sales enablement support is provided to worldwide IBM Systems sellers looking for the best infrastructure solutions for our industry clients. We provide industry skilled Architects for pre-sales consultations, and deliver Industry focused collateral and technical sales enablement materials that help sellers tie STG technology to industry specific business needs. Our team includes the STG Industry CTO's and a small group of industry focused IT Architects and Specialists. To contact us, send a note to: csiteam@us.ibm.com



IBM Wall Street Center of Excellence

Bringing together the IBM team across Servers, Storage, Software, Services and Research to innovate with our clients and partners, solving their most challenging business objectives relating to low latency trading and scale-out computing utilizing a cost-effective dynamic infrastructure. www.ibm.com/systems/services/briefingcenter/wscoe

