

IBM Unveils Building Blocks for 21st Century Infrastructure

IBM today announced a number of products and services addressing three key requirements for the new infrastructure: Service Management, Managing Information, and Reducing Inefficiency.

Additional information on the products and services today:

Service Management: Integration of Physical and Digital Worlds

Service Management Implementation Enhancements & Accelerators

Service Management: Service Management for Industries

IBM Service Management Solutions Help Companies Drive New Business and Consumer Services

What's new?

IBM is announcing seven new Service Management Industry Solutions for Banking, Chemicals and Petroleum, Communication Service Providers, Electronics, Retail, Utilities and Product Lifecycle Management (Manufacturing). The new industry offerings provide an integrated approach for companies in these industries to use IT to manage their converging business processes, physical infrastructures and smart assets while delivering new and improved services to market.

What's significant?

IBM's new service management industry solutions integrate IT and operational assets such as manufacturing robotic equipment, smart meters, radio frequency identification (RFID) technology, point of sale devices, and telecommunications networks to improve business performance and service delivery.

While other vendors focus on delivering IT services to users, IBM's combined service management and industry expertise helps organizations manage the collective sum of their IT, physical assets, enterprise operations, and respective business services within an integrated platform. This approach helps businesses get the most out of their assets while balancing cost pressures with customer demands.

What are the benefits?

IBM Service Management solutions help retailers establish a platform for fast

- delivery of new capabilities and customer-focused services, provide a secure multi-channel customer experience, monitor and protect their assets to minimize disruptions, and comply with industry regulations.
- In Banking, IBM Service Management solutions consolidate operations, improve payment systems monitoring, and better manage security and compliance while improving efficiency in their data centers.

- IBM is helping CSPs integrate people, business processes, services and technology to become more efficient and improve the customer experience.

General Availability:

IBM Service Management Industry solutions, comprised of IBM Service Management software, IBM Global Business Services, IBM Global Technology Services and specialized IBM business partner capabilities, are available now.

For more information about IBM Service Management Solutions, visit:

<http://www.ibm.com/software/tivoli/features/industry-solutions/>

Service Management: Service Management Implementation Enhancements & Accelerators**What's new?**

IBM is unveiling new services to help clients optimize service management. New **Service Management Implementation Enhancements & Accelerators** help clients make the most out of their service management software investments -- from consulting and design services to deployment planning; IBM delivers services to help clients streamline the implementation of Tivoli software components so businesses can realize faster returns on their investments.

What's significant?

In a recent IBM survey, 38% of business leaders indicated that they would look to maintain or even expand current implementation projects with an external provider with an eye towards improving value and cutting costs. These new services help clients streamline the implementation of critical service management components, significantly maximizing time-to-value.

While other vendors provide implementation services, IBM uniquely supports market-leading Tivoli software and has had long term strength in consulting and design services for multi-vendor environments that we leverage and to provide robust implementation services.

What are the benefits?

The services are available in varying levels of customization -- for those clients who require rapid installation and little-to-no customization, IBM delivers a suite of 'accelerators' which can save organizations up to 50% of expected implementation time. For those clients with more complex environments and greater customization needs, IBM delivers consulting and design services for multi-vendor environments. This service can support Tivoli and other vendor software to help organizations deploy with an appropriate design to support an integrated environment.

New Service Management Accelerators include:

- IBM Service Management Accelerator for Tivoli Service request manager

- IBM Service Management Accelerator for CCMDB
- IBM Service Management Accelerator for Tivoli Asset Management for IT

Who is this designed for?

The target for these services can be an operations manager for a single product or process or an IT decision maker – it all depends on the scope and breadth of the implementation.

General Availability Date?

Service Management Implementation Enhancements & Accelerators will be available later in 2009. For more information, visit: <http://www-935.ibm.com/services/us/index.wss/offering/its/a1025763>

Service Management: Strategy and Planning for IT Governance consulting services

What's new?

IBM is introducing a family of new **Strategy and Planning for IT Governance consulting services** designed to help clients adopt IBM best practices so they can manage their infrastructures more efficiently and cost effectively.

What's significant?

Effective governance is critical to a dynamic infrastructure -- in a fast moving environment appropriate rights and decision making are more critical than ever. In fact, 47% of clients recently surveyed plan to maintain or expand current governance projects with an eye towards improving service quality, even in an economic downturn. Only 17% said they would delay or cancel projects in this area.

What are the benefits?

These services provide a practical and integrated approach for applying governance practices COBIT, MIT, ITIL and ISO to help organizations mitigate planned or unplanned risks related to business changes and changing market conditions. Clients can improve their ability to respond to these changes, and gain greater command over their hardware, software, people and information assets, by optimizing their IT Governance structures around service management, architecture and governing programs and projects.

Who is this designed for?

Target for this is the CIO or key IT Leader as they set the strategy and structure around how IT is governed.

General Availability Date?

IBM Strategy and Planning for IT Governance Consulting services will be available later in 2009. For more information, visit: <http://www.935.ibm.com/services/us/index.wss/offerfamily/gts/a1027671>

Service Management: Tivoli Service Automation Manager (TSAM)

What's new?

IBM is announcing **Tivoli Service Automation Manager (TSAM)**, a new offering designed to enable a more modern, dynamic data center. It provides the capability to request, deliver, and manage IT services. It is a strategic entry point to IBM's Service Management Center for Cloud Computing – a cross-IBM solution for the operational support systems necessary to help enterprise data centers benefit from cloud computing. TSAM is designed to enable faster IT response and delivery capabilities, and help lower IT operational costs.

What's significant?

Many IT organizations are struggling to meet the day-to-day challenges placed on them by business operations. Whether it is the growing demand for quick and easy access to IT services, the need to be more responsive to change requests, providing better availability of services, improving the turn-around time for problem resolution, or simply the cost per service, IT is becoming more critical than ever before.

TSAM provides the capability to request, fulfill, and manage complete software stacks for the data center. This comprises the definition, offering, request, and automated provisioning of the stack, including integrated management of the environment. Whether it is a development, test, pre-production or production system, TSAM can help provide these capabilities.

What are the benefits?

Because it helps automate both the deployment and management of computing clouds, TSAM enables IT to respond rapidly to business demands for basic IT services such as computing resources and application middleware service deployments. TSAM will help reduce IT operational costs by automating the processes used to deliver and manage a cloud computing environment. In addition, customers who have provisioning tools and processes in place but need to automate those processes, or organizations seeking to provide self-service provisioning abilities for users, or request driven provisioning, will benefit from TSAM.

TSAM offers:

- a higher degree of standardization and automation for deployment and management of IT services;
- the ability to maintain or improve quality and cost per IT service;
- a management stack that is easier to handle and provides for smoother transition from pre-production to production;
- the ability to be audit proof and integrated with process governance;
- the ability to reduce costly manual interventions;
- the ability for IT to reduce the skill requirements needed for deploying and managing IT services;

- the capability of deploying IT services faster to meet the increased need and growing number of requests for development, test, pre-production and production systems.

Who is this designed for?

The target for these services can be an operations manager for a single product or process or an IT decision maker – it all depends on the scope and breadth of the implementation.

General Availability Date?

Tivoli Service Automation Manager is available today.

Tivoli Key Lifecycle Manager: Simplify, Centralize and Strengthen Encryption Key Management

What's New?

New IBM Tivoli Key Lifecycle Manager helps organizations better manage the encryption key lifecycle by enabling them to centralize, automate and strengthen key management processes. Increasingly IT infrastructure elements have built in encryption. IBM Tivoli Key Lifecycle Manager builds security into the infrastructure with easy to use secure and reliable key management with no changes required in applications, databases, file systems or operating systems.

What's Significant?

- Centralize and automate the encryption key management process
- Enhance data security while dramatically reducing the number of encryption keys to be managed
- Simplify encryption key management with an intuitive user interface for configuration and management
- Help minimize the risk of loss or breach of sensitive information
- Help facilitate compliance management of regulatory standards such as Sarbanes-Oxley and the Health Insurance Portability and Accountability Act (HIPAA)
- Extend key management capabilities to both IBM and non-IBM products
- Leverage open standards to help enable flexibility and facilitate vendor interoperability
- Operating systems supported: AIX, Linux, Sun Solaris and Windows

What are the benefits?

- Integration of server virtualization with new storage security capabilities. Data Destruction through encryption does not create hazardous waste
- Cost effective security for shared infrastructure
- Security built into the infrastructure with easy to use secure and reliable key management
- Building encryption into the infrastructure and creating robust key management enables encryption of all data at rest
- Key Management for encrypted data can aid in data sharing and the enforcement of data lifecycle

- Security for new intelligent power meters and devices

General availability:

Tivoli Key Lifecycle Manager is available today. For more information, please visit: <http://www.ibm.com/software/tivoli/products/key-lifecycle-mgr/>

Managing Information

Managing Information: IBM TS7650 ProtecTIER® Deduplication Appliance

What's new?

The IBM TS7650 ProtecTIER Deduplication Appliance is the industry's first enterprise-class data protection solution that reduces the required backup disk capacity by up to 25 times or more without disrupting the existing backup infrastructure. Powered by a revolutionary patented algorithm called HyperFactor™, ProtecTIER appliances eliminate redundant data while improving the performance and reliability of backup operations. The IBM TS7650 ProtecTIER® Deduplication Appliance is an integrated solution of IBM server, IBM storage and IBM ProtecTIER deduplication software that is easy to deploy and integrate into existing backup environments. These three elements combine to offer a high capacity, high performance and highly scalable target for backup, archive and compliance data.

What's significant?

- ProtecTIER, with its patented HyperFactor data deduplication technology, is the only data deduplication solution on the market that can provide enterprise-class performance, scalability, and proven enterprise-level data integrity.
- IBM is now delivering this enterprise-class technology to mid-sized customers that are struggling with protecting rapidly growing amounts of data with their existing tape-based data protection environment.
- IBM delivers data deduplication solutions that enable customers to solve backup and recovery difficulties without having to make radical changes to the backup environment and do so with a lower TCO than conventional tape library technology.

What are the benefits?

- Improved backup and recovery operations without changing existing backup processes, procedures, and/or policies.
- Shorten the backup window.
- Consolidate heterogeneous tapes and gain control of your decentralized open systems data.
- Simplify data management.
- Utilize remote disk for disaster recovery enabling rapid data restore with a high degree of integrity while significantly reducing manpower costs.
- Significantly impact storage Total Cost of Ownership

- Makes the use of disk as media for backup and recovery operations more efficient and economical than tape by leveraging data deduplication technology

Who is this designed for?

For both mid-sized and enterprise customers who use traditional tape-based backup technologies but are struggling with the rapid growth of data and shrinking backup windows: the TS7650 ProtecTIER Deduplication Appliance leverages unique data deduplication technology to help customers:

- Increase backup performance, replacing slow tapes with high speed disks
- Speed up recovery operations improving RPO and RTO
- Optimizes their storage infrastructure and drastically reduces TCO

Achieve their business resilience objectives without changing their existing backup procedures and practices

General Availability Date?

- The TS7650 ProtecTIER Deduplication Appliance is scheduled to GA on March 6, 2009. Availability will be through direct and indirect channels in the Americas, EMEA, & APAC.

Managing Information: XIV

What's new?

- The IBM XIV Storage System now offers a smaller minimum configuration (65% less capacity), reducing initial purchase cost and offering power/cooling savings
 - The new configuration, 6 modules per rack (27 TB usable capacity), increases XIV system attractiveness for mid-size and enterprise customers with smaller requirements for initial capacity, price-point, and/or budget
 - Customers can upgrade in increments and without disruption to the full 15-module rack configuration (79 TB usable)
 - Thanks to XIV's "smart capacity" design, upon scaling XIV system capacity, customers gain a simultaneous and relative increase in processing power
 - XIV interoperability enhancements include new support for a wide range of operating systems and ISV offerings, including versions of:
 - Oracle RAC
 - Symantec Storage Foundation
 - Microsoft Windows 2003, 2008
 - Clustering such as IBM PowerHA, HP, Microsoft , Sun, NetWare, Veritas
 - Virtualization – SVC, HP, VMware, Microsoft Hyper V, IBM PowerVM
- Full details on: <http://www.ibm.com/systems/support/storage/config/ssic>

What's significant?

- XIV architecture embeds disks, CPU, cache, and connectivity in each module. As a result, a scale in capacity yields a linear increase in the number/amount of spindles, CPU, cache, and connectivity, yielding increased performance

- Most enterprise systems available today scale in capacity only. The ability to increase performance along with capacity differentiates XIV scaling.

What are the benefits?

- Customers now have a lower point of entry and the configuration flexibility to easily and affordably step into excellent enterprise storage
- Same exceptional XIV architecture, function, benefits in all configurations
- XIV self-tuning optimizes data distribution with every addition of new capacity
- Ideal capacity scaling model supports business growth in trying economic times: acquire only the capacity needed at any given time
- With XIV, more capacity means more performance, yielding corresponding strategic business and IT benefits
- Enhanced interoperability expands XIV solution value for a wide customer base

Who is this designed for?

- Any organization seeking enterprise storage with outstanding manageability and exceptional total cost of ownership; for any application need
- Includes storage needs of enterprises across all industry sectors, including finance, pharma, public, communications, health care, manufacturing, as well as those with new workloads, such as digital media and Web 2.0.

General Availability Date?

- XIV 6-module rack: immediately available

Managing Information: Full-Disk Encryption

What's New?

- IBM is introducing full-disk encryption to the IBM System Storage DS8000, expanding its industry leading encryption capabilities from tape to disk.

Features

- New IBM Full Disk Encryption with Seagate Secure™ technology, which embeds an encryption engine in each drive that encrypts and decrypts at native drive speeds. This, combined with the DS8000's performance-optimized architecture, allows for no discernable performance degradation compared to traditional non-encrypting drives.
- Unlike traditional encryption models that feed data to be encrypted through a single engine, the high performance of IBM's self-encrypting drive model scales linearly as more drives are added.
- New IBM Tivoli Key Lifecycle Manager software, which helps organizations simplify the management of the keys associated with their storage encryption solutions. As a software-based application, Tivoli Key Lifecycle Manager offers easy-to-use, secure and reliable key management support while eliminating the need for organizations to make security changes to applications, databases, file systems or operating systems.

Benefits

- Increase security and reduce the cost and complexity of drive retirement with drive-level full disk encryption and simple encryption key management.
- Encrypt data at rest without degrading performance of the storage system.
- Whether a single drive is being replaced, returned for warranty or an entire disk system is being returned at the end of its lease, customers are fearful that the data isn't adequately protected from unauthorized parties, internal or external. The IBM Full Disk Encryption solution offers a cost-effective solution for "securely erasing" disk drives by simply changing an encryption key.-
- This greatly simplifies the process of drive retirement, but it can also significantly lower the costs associated with expensive data elimination services.
- Instead of destroying the many drives retired and contributing to the toxic waste in our landfills, customers can recoup value of these retired drives.

General Availability Date

- March 6, 2009

Managing Information: InfoSphere Warehouse for System z

What's New?

- InfoSphere Warehouse helps manage the countless data residing on System z mainframes for real-time data access, litigation avoidance and regulatory compliance
- Simplify data warehouse development and deployment. The world's top 50 banks that currently run System z can now leverage their mainframe investments to create a data warehouse for recognizing historical, current and predictive patterns of specific transactions to create a cohesive view of the business.
- For the first time ever, get unparalleled cross platform support for Data Warehousing and Business Intelligence across distributed servers and the IBM System z mainframe
- Participate in a beta program with InfoSphere Warehouse for System z to maximize mainframe investments for business intelligence efforts

Features

- Consolidate distributed business intelligence data warehouses and marts on System z while taking advantage of the mainframe's flagship availability and security features
- Provide low-latency, no-copy analytics and reporting to applications which leverage the more than 100 new features in the latest versions of DB2 for z/OS
- Gain an IBM Data Warehousing and Business Intelligence software solution for System z that today includes: DB2 for z/OS, InfoSphere Information Server for System z, InfoSphere MDM Server for System z and Cognos 8 BI for System z

Benefits

- Get greater operational insight and drive stronger cost management in support of IT requirements for 2009
- Greater flexibility to deploy new application workloads (DB2 for z/OS Value Unit Edition)
- More informed, faster and more aligned business decisions (Cognos 8 BI for Linux on System z)
- Trusted information to meet dynamic warehousing requirements (Information Server for Linux on System z)

Reducing Massive Inefficiency

Reducing Massive Inefficiency: IBM Systems Director Management Software

What's new?

The latest IBM® Systems Director 6.1 software enables dynamic IT infrastructures through its ability to streamline and manage complex, hybrid hardware infrastructures. It is a suite of advanced software tools that help clients manage energy, virtualization and overall computer operations.

What's significant?

- IBM Systems Director can help reduce system administration and energy costs by nearly 30 percent in a typical datacenter;
- Easy-to-use "intelligent dashboard" includes simple user interface, virtualization management and active energy management tools;
- IBM Systems Director integrates with IBM Tivoli software to provide a total service management solution -- with emphasis on virtualization, energy efficiency, automation and availability.

What are the benefits?

- Unifies the management of IBM systems, delivering a single consistent interface.
- Integrates IBM's best-of-breed virtualization capabilities to provide radical improvements in managing physical and virtual resources on x86.
- Supports IBM Power, Systems x, BladeCenter, System z and Storage Systems.
- Provides an extendable and modular foundation to advance the core systems management capabilities with additional plug-ins.
- Enables seamless integration of IBM systems with the total infrastructure.
- Facilitates reduced training cost by means of a consistent and unified platform management foundation and interface.
- Manages non-IBM x86-based systems through a dedicated agent.

Who is this designed for?

Any small, mid-sized and enterprise customers who need to easily manage and control virtual and physical computer servers.

More information:

<http://www-03.ibm.com/systems/management/director/index.html>

Reducing Massive Efficiency: IBM Tivoli Storage Manager 6

What's new?

IBM Tivoli Storage Manager 6 keeps IBM on the leading edge of enterprise-class data protection and recovery management, staying ahead of the ever-increasing growth in digital information. This major release addresses this challenge through greatly improved scalability and availability, new built-in data reduction technologies and next-generation reporting and monitoring capabilities; all powered by IBM's enterprise-class relational database – DB2.

What's significant?

- The new version of IBM's Tivoli Storage Manager software offers improved scalability and performance through the integration of IBM's DB2 database engine.
- Tivoli Storage Manager also offers new reporting and monitoring features that simplify management and improve storage administrator productivity by increasing visibility into, and control of, the data protection environment through a customizable dashboard.
- Also introduced today, IBM Tivoli Storage Manager Extended Edition offers a storage pool data deduplication capability to help customers control and slow the rate of backup data growth by identifying and eliminating redundant data, resulting in more effective use of storage and capacity.

What are the key new features and benefits of Tivoli Storage Manager 6?

- New near **real-time operational monitoring and historical reporting** that delivers increased visibility into, and control of, the data protection environment through a customizable dashboard, and predefined and user-defined reporting capabilities.
- Integrated **IBM enterprise-class DB2 database technology** to help manage more data through delivery of dramatic advancements in data protection scalability and availability.
- A **broad set of additional enhancements** to help achieve greater information availability objectives and business continuity requirements.
- Continued leadership in efficient data management through **built-in data deduplication** to help reduce storage requirements by eliminating redundant data. (TSM Extended Edition only)

Who is TSM 6 designed for?

IBM Tivoli Storage Manager is ideally suited for the enterprise and middle market customers where the need to securely manage, back up, and restore mission-critical data

while, at the same time, maintaining 24 x 7 business operations is paramount. These customers are looking for solutions such as Tivoli Storage Manager that can effectively participate as a key component of their overall information on demand, business continuity, disaster recovery, and compliance initiatives.

General Availability Date?

Tivoli Storage Manager 6 will be electronically generally available via Passport Advantage on March 27, 2009. Media general availability will be via Passport Advantage on April 24, 2009.

IBM Tivoli Monitoring for Energy Management

What's new?

IBM Tivoli® Monitoring for Energy Management (ITM for Energy Management) monitors and helps organizations manage energy usage of IT and facility resources to optimize energy consumption for higher efficiency of resources, lower operating cost, and reduced carbon emissions. This updated version includes features designed to allow organizations to achieve even better visualization of, and control over, their infrastructures and associated energy costs. One major improvement is the powerful new reporting and optimization feature. Organizations can now generate a wide variety of configurable reports to help them track and visualize energy dynamics—and take appropriate action as a result. Users can extrapolate how different types of changes will yield different business outcomes using included "what if" calculations.

What's significant?

ITM for Energy Management helps by empowering organizations with the information they need to track energy data in real time, using a single, easy-to-use navigation tree to reflect assets, their status and their energy consumption. In addition, the IBM's numerous partnerships allow the solution to spans IT and facilities assets, depicting energy usage and efficiency across both domains by pulling data from software solutions that manage different elements of both infrastructures.

ITM for Energy Management enables organization to:

- Gain insight into energy and thermal information for IT equipment, data center infrastructure and facilities equipment
- Store real-time, historic, and trending energy and thermal metrics in a common repository to aid in decision making and for use by other IBM service management solutions
- Leverage integration with Tivoli Business Service Manager to understand the business service impact of energy optimization decisions
- Pull energy usage information into Tivoli Usage and Accounting Manager to enable energy-related consumption and chargeback capabilities

- Reporting capabilities to estimate the potential power and cost savings of proposed energy optimization recommendations
- Leverage enhanced workspaces, views, situations, and reports for third party power meters.

Who is Tivoli Monitoring for Energy Management designed for?

Organizations of all sizes and types that are interested in optimizing energy management.

General Availability Date?

Tivoli Monitoring for Energy Management is available now. To learn more visit:
www.ibm.com/software/tivoli/products/monitor-green-energy