

IBM Spectrum Scale Strategy Days 2022

Update from the EMEA Storage Competence Center (Pre- and Post-Sales)

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IBM Technology Services

Infrastructure expertise for
hybrid cloud and enterprise IT

IBM

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IBM Technology Services ← *Whats New?*

900 experts
around the world

Work performed in
163 countries

9,000 client
engagements
annually

World-class NPS
scores

IBM Technology Services Consultants

Our Technology Services consultants perform infrastructure services for clients online and onsite, offering deep technical expertise, valuable tools and successful methodologies.

Our services are designed to help clients solve business challenges, gain new skills and apply best practices.

Technology Services offers a wide range of infrastructure services for:

- IBM Power
- IBM Storage
- IBM zSystems and IBM LinuxONE
- Open Source Software

Technology Services has a global presence and can deploy experienced consultants around the world.

Technology Services and IBM Partners

IBM Technology Services:

- Helps Partners **progress sales and accelerate adoption** of IBM Systems
- **Engages with and complements** the skills of Partners
- **Does not compete** with or replace Partners services practices
- Ensures **Partners retain control** of their customer relationships

Working with IBM Technology Services:

- Gives **access to expertise** of IBM consultants
- Gives access to **skills transfer and shadowing**
- Helps **grow sales and extend business scope**
- Helps **reduce risk** of working with new technologies

ibm.biz/LabServicesPW



Expertise Connect

Whats New?

Expert Assist

Expertise Connect subscription services achieve business outcomes faster

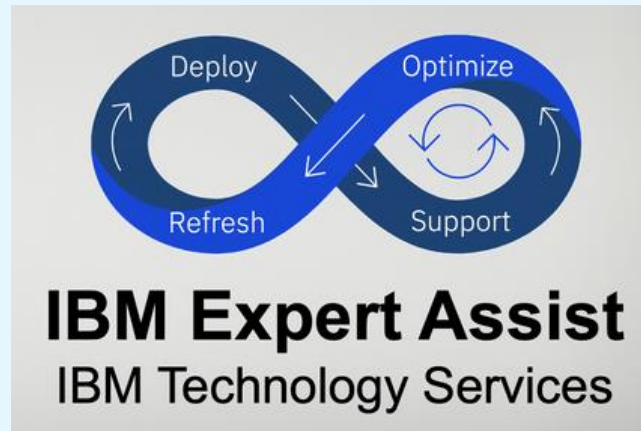
An ongoing trusted advisor relationship

Expertise Connect provides

- an assigned Technical Account Manager (TAM)
- and one or more of experienced Lab Services consultants, **who become extended members of your team** and act as trusted advisors and mentors.

- Consult on more rapid technology adoption
- Assist with efficient project problem resolution
- Mentor on best practices to expand use cases
- Provide faster access to IBM infrastructure expertise
- Consult on optimizing automation of IT Ops.

A very easy way of contracting Technology Services for specific projects



Purchase flexible ***Project Units*** of 1x Week at a fixed price and standardized contract.

Select at purchase time or later the exact content to be delivered. Custom design the service or select from a catalogue of standardized services:

Storage: <https://www.ibm.com/support/pages/node/6610088>

More details to Expert Assist:

<https://www.ibm.com/support/pages/node/6601271>



Resources

Visit:

Technology Services ibm.com website www.ibm.com/it-infrastructure/services/lab-services

Technology Services PartnerWorld website www.ibm.com/partnerworld/systems/services/lab-services

Explore:

General brochure

ibm.com/downloads/cas/VWNJRNZB

Power brochure

ibm.com/downloads/cas/6OQDY580

Storage brochure

ibm.com/downloads/cas/VDM0NOYB

zSystems and LinuxONE brochure

ibm.com/downloads/cas/ON6K9KWA

Open source software brochure

ibm.com/downloads/cas/AN8DYRYJ

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IBM Spectrum Scale!