

# IBM MAINTENANCE SERVICES FROM CSI

## CSI REMOVES THE BURDEN OF YOUR MAINTENANCE ADMIN

Critical business applications run on a foundation of hardware, firmware and operating system software. These building blocks represent a significant investment but are also potential points of failure. For any organisation, malfunctioning IT equipment can result in increased costs, reduced productivity and lost revenue.

### The Importance of Accurate Maintenance Agreements

System maintenance is a critical part of any business continuity plan, from basic reactive break/fix support to a 24x7 proactive, preventative strategy. Hardware maintenance provides advanced diagnostics, repair procedures and replacement parts while software maintenance provides patches, feature packs and access to new versions of operating systems.

Maintenance agreements with major technology providers like IBM can minimise costly downtime, however as old systems are retired, new systems are added and product support is withdrawn, administering these agreements across a large IT estate can be a complex, time-consuming but essential task. Contracting for the wrong maintenance is worse than having no maintenance at all; you're paying the premiums but won't be able to make a claim. Ensuring complete cover requires skill and focus.

### Dedicated IBM Hardware and Software Maintenance Team

As a Platinum Business Partner, CSI has decades of experience working closely with IBM. Our dedicated team of specialists has built up years of expertise streamlining maintenance services for organisations that depend on complex and regulated workloads running on IBM technology.

### CSI's IBM Maintenance Services include:

- A simplified maintenance plan for entire estates
- A single point of contact
- Management of end of service products
- Service extension
- Media retention to protect sensitive data



GROW



SAVE



INNOVATE



PROTECT

## Extended Maintenance after End of Support

IBM is continually evolving its hardware and software products and naturally, older technology is withdrawn as it is superseded by more recent innovations. But 'End of Support' (EOS) doesn't have to mean end of use. There are many reasons why withdrawn systems need to keep operating in production – some critical applications are very difficult to migrate from their hardware/operating system platform.

CSI works with IBM and third-party maintenance providers to offer extended maintenance for EOS equipment. This means that current hardware is protected until a risk-free migration can be planned.

## Maintaining Security of Sensitive Data

Storage media can become damaged, even through normal use. With the correct maintenance agreement these can be replaced by IBM, however in some cases the damaged media may contain sensitive data which must not be exposed.

CSI can embed IBM Media Retention Services into a hardware maintenance agreement allowing organisations to retain damaged disk and flash storage components in-house. Maintenance service levels can be met while enabling complete control over data privacy and supporting regulatory compliance.

## IBM Maintenance Audit

Accurate asset tracking is essential for an effective maintenance agreement. CSI's IBM experts can help to identify all IBM components in your IT estate, guaranteeing that all systems will be covered.

## Multi-Vendor Maintenance

Of course, very few organisations use only IBM technology and require maintenance for other OEM products. Managing disparate contracts adds another level of complexity of administrative burden. CSI can consolidate multiple agreements from different suppliers and act as a single point of contact for maintenance services and renewals.

## Why work with CSI's Maintenance Team?



**End of Support Migration** - help with migrations to upgrade from older technologies to newer versions plus ongoing support to take advantage of new product capabilities.



**Support** - personalised end-to-end support in planning, deployment and migration services coupled with a broad range of flexible services from managed infrastructure to fully managed environment support.



**Expertise and Knowledge Transfer** - work with our certified IBM professionals and benefit from their expertise to optimise your IT investments and get the best return on spend.



**Competitive Pricing** - leverage our elite buying power to gain competitive pricing and benchmark costs for budgetary comparison to assess the suitability of refresh options.

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