



IBM technical support out-tasking can relieve you of the responsibility and resources associated with providing technical support to your end users

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At a glance

IBM's technical support out-tasking (TSO) services are offered as a fully integrated solution covering all aspects of product support or as discrete elements. The key elements are remote technical support, on-site labor services, parts logistics (both forward and reverse), installation and other custom services, and project management.

Overview

IBM® Managed Support Services - technical support out-tasking leverages IBM expertise, services, and infrastructure to provide IT manufacturing organizations, both large and small, with scalable, customizable technical support for their customer base. Our services help you deliver superior value to your clients with a comprehensive scope that includes customer call handling, remote technical support, on-site service technicians, parts logistics (forward and reverse), and project management. With IBM as your partner, you can realize significant value, high customer satisfaction, enhanced business reputation, and support for new markets you choose to enter.

We can offer a complete solution including all aspects of technical support or we can provide you just the elements you need to augment your own capabilities -- IBM resources and processes are integrated with your service delivery operations to support your products and end users.

Planned availability date

November 16, 2010

Description

TSO description highlights:

- The product is manufactured by the manufacturer or another OEM (non-IBM).
- Products are sold by the manufacturer to their end user.
- The manufacturer provides warranty terms and conditions.
- The manufacturer holds the service agreement with their end users.

TSO offers organizations who manufacture technology the option of using IBM support services and infrastructure to support their own products. IBM supplies the

support services, which gives you the benefit of not having to worry about setting up a support organization of your own for new or existing products.

What makes TSO different from other maintenance and technical support services is that IBM staff will normally answer the phone or carry out a repair not as an IBM employee, but as an employee of the organization that is IBM's customer. TSO is flexible too, where you can choose how many solution building blocks you want IBM to manage and perform, from a single service to full service support. TSO leverages IBM expertise, assets, intellectual property, and infrastructure to provide comprehensive end-to-end technical support. Businesses in fast-moving, expanding, or competitive industries could benefit from strategically contracting their product support to IBM.

IBM's TSO provides you with the breadth and depth of IBM's infrastructure, skills, and capabilities. IBM TSO can provide the solution to meet your requirement when you have determined that your business model calls for you to outsource a set of technical tasks to an established service provider with a proven track record of supporting technical solutions. Get to market quickly by having IBM provide the technical support infrastructure you need for your business and keep your employees focused on your business's core mission.

IBM TSO will be most beneficial to organizations with:

- A rapidly changing product environment
- Increasing warranty costs with decreasing end user satisfaction
- A need for access to:
 - End-to-end integrated support
 - Scalable, variable-cost solutions
 - Fast access to new markets and critical skills
 - The strategic edge afforded by IBM TSO after-sales support
 - Resources that allow them to focus on their own core business

IBM TSO can deliver service value to your end users at a fraction of the cost of developing and maintaining your own support infrastructure.

Prices

For pricing information, contact your IBM representative.

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