IBM Managed Vendor Support Services provides scalable, cost-effective technical support to your customers under your brand

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At a glance

IBM® Managed Vendor Support Services leverages IBM expertise, services, and infrastructure to provide manufacturing and system integrator organizations, both large and small, with scalable, customizable technical support for their worldwide customer base. These comprehensive services include customer call handling, remote technical support, on-site services, parts logistics (forward and reverse), central and depot services, and project management. They utilize IBM's considerable technical support infrastructure to deliver services to your customers under your brand.

With a presence in 209 countries, IBM has the ability to support clients in virtually any marketplace -- across town or around the globe.

Overview

IBM Managed Vendor Support Services is the solution for manufacturers and system integrators that find it challenging to provide after-sales and technical support services to their clients. With IBM Managed Vendor Support Services, these businesses can utilize IBM's considerable technical support infrastructure, experience, and skill to deliver services to their customers under their brand. Such services include:

- Call center services
- Remote technical support
- On-site installation and repair services
- Parts logistics
- Central and depot services
- Project management

IBM Managed Vendor Support Services offers each business the right mix of matured tools to handle high-volume and high-value products and services. IBM's well-defined and documented problem-resolution process enables fast, responsive, and comprehensive incident resolution. And our extensive experience in managing delivery teams, multiple suppliers, and logistic solutions across the globe can help you expand into new markets and grow your business faster and more cheaply.
Planned availability date

November 13, 2012

Description

To remain competitive in the increasingly commoditized and price-sensitive manufacturing and system integrator industry, your business needs to provide cost-effective yet high-quality post-sales support. To remain a step ahead of the competition, you need access to a scalable, world-class technical support infrastructure. Partnering with an experienced, global supplier of support services can be the most effective way to deliver outstanding, differentiated service to your customers.

IBM Managed Vendor Support Services leverages IBM expertise, services, and infrastructure to provide manufacturing and system integrator organizations, both large and small, with scalable, customizable technical support for their customer base, local or worldwide. Our services can help you deliver superior value to your clients with a comprehensive scope that includes customer call handling, remote technical support, onsite service technicians, parts logistics (forward and reverse), and project management. As your partner, IBM can help you realize significant value, help you maintain high customer satisfaction, enhance your business reputation, and support new markets you choose to enter.

Our services utilize IBM’s considerable technical support infrastructure to deliver services to your customers under your brand. IBM can package a complete solution including all aspects of technical support, or provide just the elements you need to augment your own capabilities. In either case, IBM resources and processes are integrated with your operations, acting as an extension of your brand.

Accessibility by people with disabilities

A US Section 508 Voluntary Product Accessibility Template (VPAT) containing details on accessibility compliance can be requested at


Prices

For pricing information, contact your IBM representative.

Announcement countries

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<th>Europe countries</th>
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Switzerland        November 13, 2012
Sweden             November 13, 2012
United Kingdom **  November 13, 2012

*  Except overseas territories
** UK mainland only

CEE countries       Availability date
Bulgaria            November 13, 2012
Croatia             November 13, 2012
Czech Republic      November 13, 2012
Estonia             November 13, 2012
Hungary             November 13, 2012
Latvia              November 13, 2012
Lithuania           November 13, 2012
Poland              November 13, 2012
Romania             November 13, 2012
Russia              November 13, 2012
Serbia              November 13, 2012
Slovakia            November 13, 2012
Slovenia            November 13, 2012
Turkey              November 13, 2012
Ukraine             November 13, 2012

MEA countries       Availability date
Angola              November 13, 2012
Egypt               November 13, 2012
Ghana               November 13, 2012
Kenya               November 13, 2012
Morocco             November 13, 2012
Nigeria             November 13, 2012
Pakistan            November 13, 2012
Saudi Arabia        November 13, 2012
Senegal             November 13, 2012
South Africa        November 13, 2012
Tanzania            November 13, 2012
Tunisia             November 13, 2012
United Arab Emirates November 13, 2012

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