

# Three reasons to rethink your technical support

## Bigger business stakes

**USD16M**  
The average annual cost of downtime to organizations can be up to USD16 million. <sup>1</sup>

**20.8B**  
Gartner forecasts that connected things worldwide will reach 20.8 billion by 2020 <sup>2</sup>, creating a vast network of vulnerabilities.

## More diverse change to manage

**86%**  
Over the next three years, 86 percent of IT and business executives anticipate that the pace of technology change will increase rapidly or at an unprecedented rate. <sup>3</sup>

**>50%**  
By 2017, more than 50 percent of organizations' IT spending will be for third-platform technologies, solutions and services. <sup>4</sup>



**91%**

Nine out of ten IT professionals have current or planned technical support contracts for three or more devices <sup>5</sup>, resulting in siloed support across their infrastructure.

**54%**

Over half of IT professionals are using six or more vendors to support their multiple devices <sup>6</sup>, adding new complexity to their support.

## Broader support options

### Bigger business stakes

More people and devices are connected than ever before, and IT is involved more deeply in more areas of your business than ever before. This increased interconnectedness means that even a small incident can lead to significant downtime and costs. And conversely, preventing these incidents can give your organization a competitive edge.

### More diverse change to manage

Whether you're updating aging infrastructure, adopting mobile and cognitive solutions, or expanding your business into new marketplace segments because of mergers or acquisitions, change isn't easy—especially with limited capital budgets. You need quality support to help navigate change without disruption in a heterogeneous IT environment.

### Broader support options

Wrangling multiple warranty and maintenance service providers is hard work and can add risk. And those challenges become even tougher while trying to address new technology needs, manage costs and bridge the talent gap in your organization. Add it all together, and your time and support suddenly seem alarmingly slim.

## Why IBM?

You need an ally that can help you simplify while delivering the most value. IBM Technology Support Services has the global reach, experience and passion to help you operate—and innovate—with confidence.



**30+**  
years of multivendor technical support experience



More than  
**50%**  
average capital expenditure savings <sup>7</sup>



**20%**  
reduced operating costs through outage mitigation and accelerated problem resolution <sup>8</sup>

Discover all the reasons to choose IBM Technology Support Services. >

<sup>1</sup> Veeam, 2016 Veeam Availability Report: How to Close a Widening Availability Gap, February 2016.  
<sup>2</sup> Gartner, "Gartner Says 6.4 Billion Connected 'Things' Will Be in Use in 2016, Up 30 Percent from 2015," press release, November, 2015.  
<sup>3</sup> Accenture, Accenture Technology Vision 2016—People First: The Primacy of People in a Digital Age, August 2016.  
<sup>4</sup> IDC, IDC FutureScape: Worldwide IT Industry 2016 Predictions—Leading Digital Transformation to Scale, Document No. 259850, November 2015.  
<sup>5</sup> IBM, Technical Support Services Thought Leadership Study, August 2016.  
<sup>6</sup> Ibid.  
<sup>7</sup> IBM Research.  
<sup>8</sup> Based on IBM client experience.