Technology Support Services
Multivendor Services

XII Cumbre de los Servicios TIC

Predictive Maintenance with Watson

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Madrid | June 2019

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IBM **Services**

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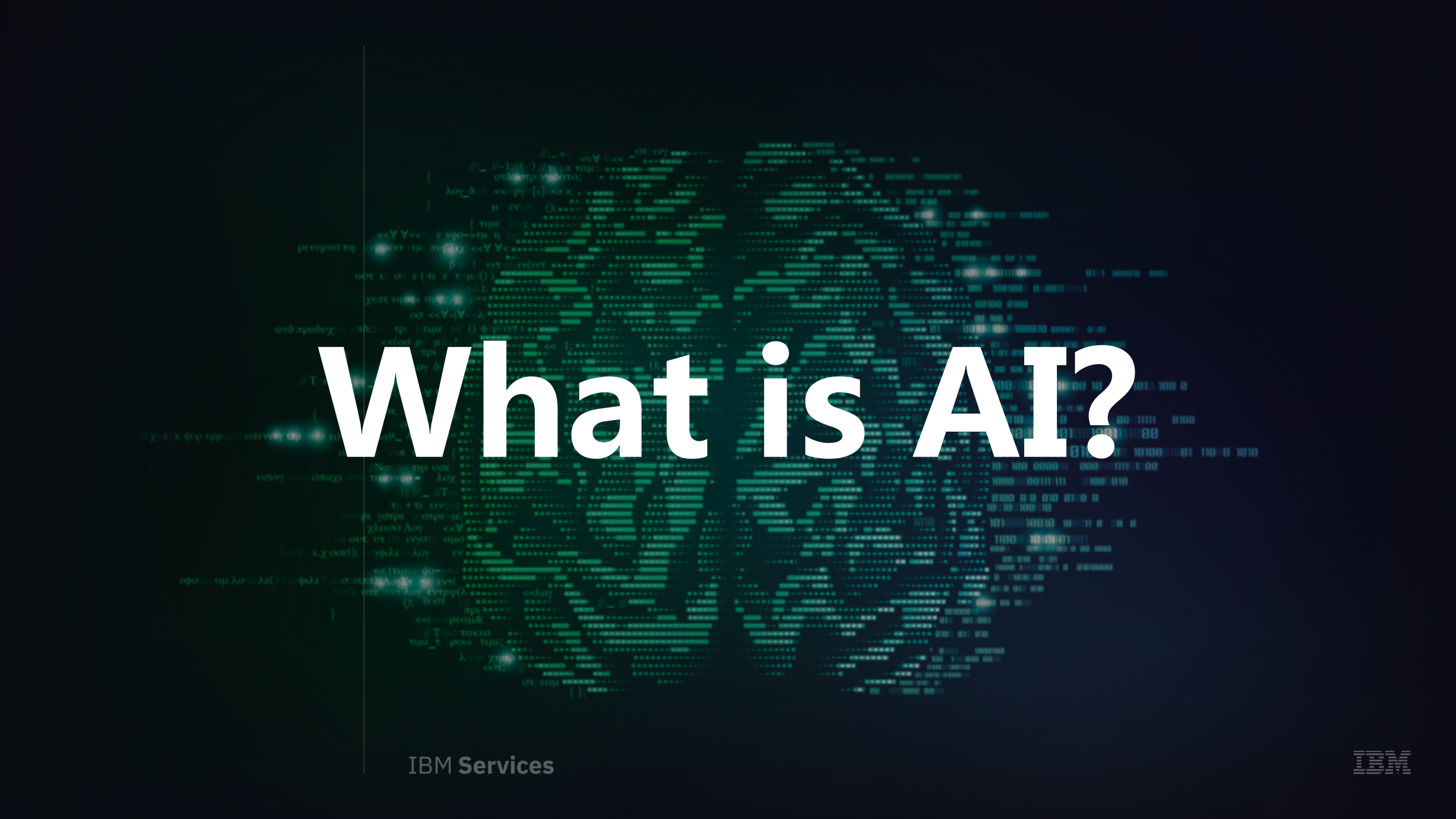

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What is AI?

Inteligencia artificial:

Disciplina científica que se ocupa de crear programas informáticos que ejecutan operaciones comparables a las que realiza la mente humana, como el aprendizaje o el razonamiento lógico.

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What is AI?

Inteligencia artificial:

Disciplina científica que se ocupa de crear programas informáticos que ejecutan **operaciones comparables** a las que realiza la mente humana, como el aprendizaje o el razonamiento lógico.

Inteligencia:

1. f. Capacidad de entender o comprender.
2. f. Capacidad de resolver problemas.
3. f. Conocimiento, comprensión, acto de entender.
4. f. Habilidad, destreza y experiencia.

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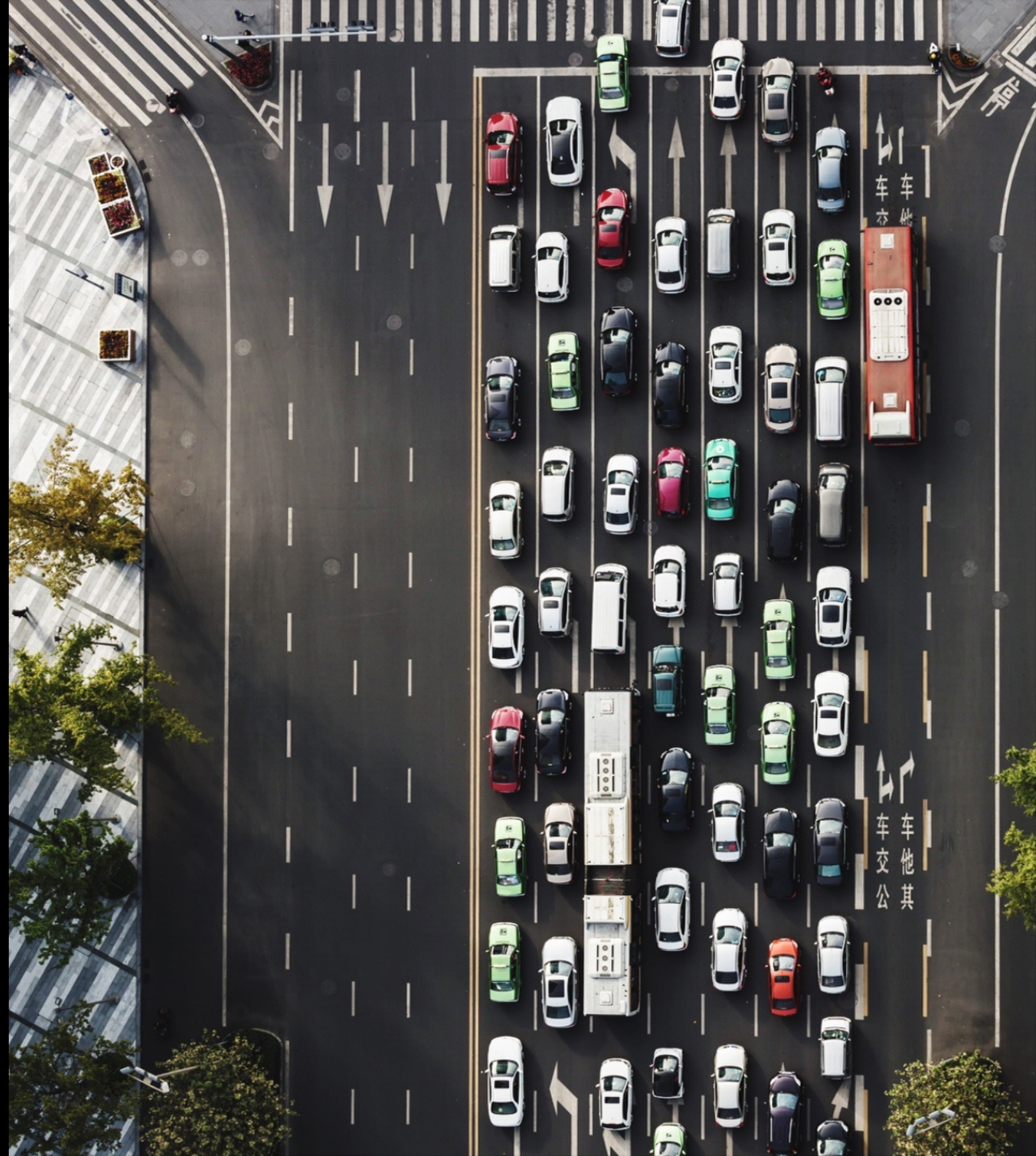
Technology Support Introduction



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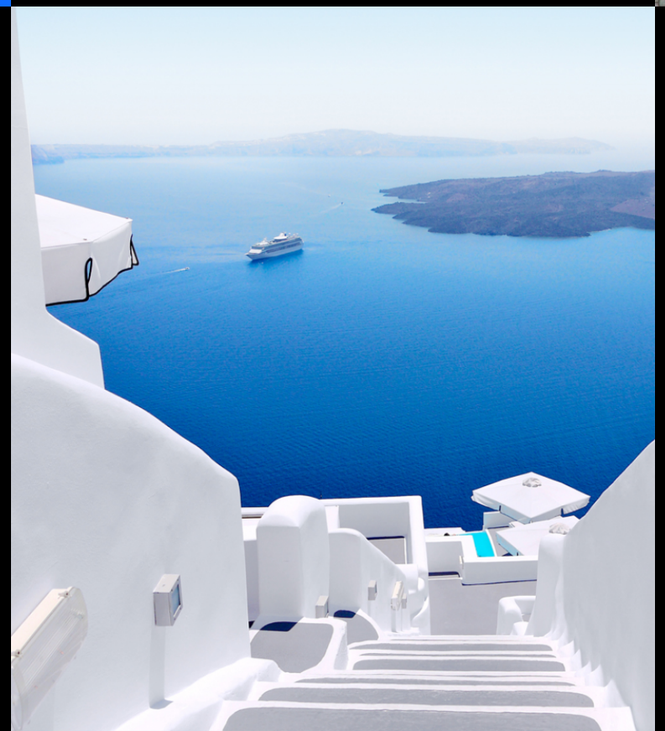
Technology Support Services

Challenges

- Complex IT
- Constantly changing IT environment
- Process Efficiency
- Multivendor management and support

IT HW and SW

- Agile
- Scalable
- Secure
- High available
- Efficient
- In focus



Technical support

- Evolves
- Learns and continuously improves
- Prevent issues before they happen
- Solve problems faster
- Improve asset visibility and availability

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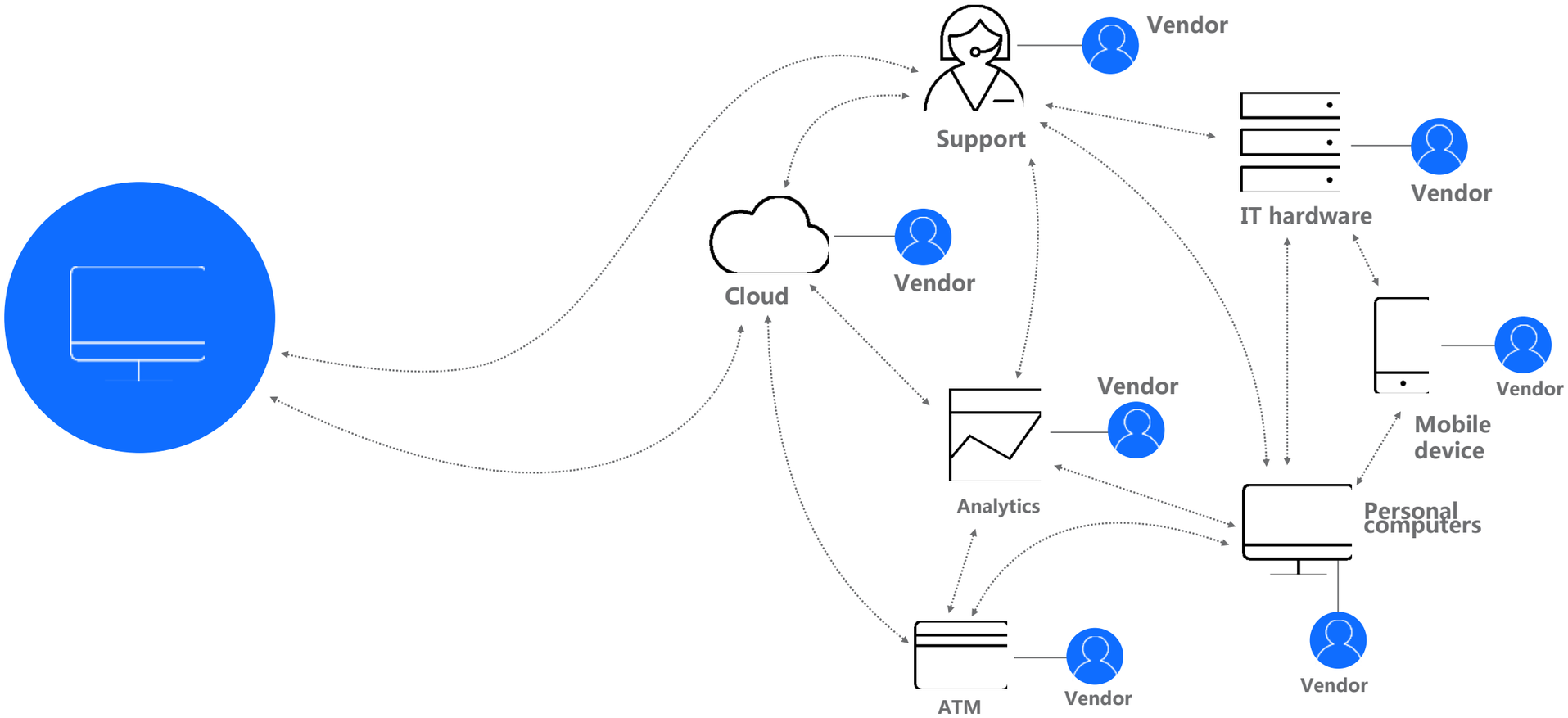
Current customer’s IT environment



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Current customer’s IT environment

Network & security
6+ networking vendors
Key vendors:
Cisco, Palo Alto, Juniper, F5

Server
81+ server vendors
Key vendors:
IBM, HP, Oracle, Lenovo, Dell, Fujitsu, Cisco

Software
18+ operating system vendors
7+ virtualization and cloud
Key vendors:
IBM, Linux, VMware, Open Source

Storage
15+ storage vendors
Key vendors:
IBM, NetApp, EMC, Brocade, HP, Fujitsu, Oracle

Security | Facilities | Power | Cooling

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Technology Support Services

Leading the innovation

Watson

Clients and IBM agents can find the **best answer** more accurately, improving the client experience while reducing support calls & increasing first time fix

Predictive Analytics

Prevent incidents before they occur with advanced analytics for predictive and condition-based support.

IBM Services Platform with Watson

Comprehensive platform for end to end **cognitive** support

Blockchain

Enables shared, trusted billing and operational data using defined business rules in a **secure** and **transparent** manner

Augmented Reality

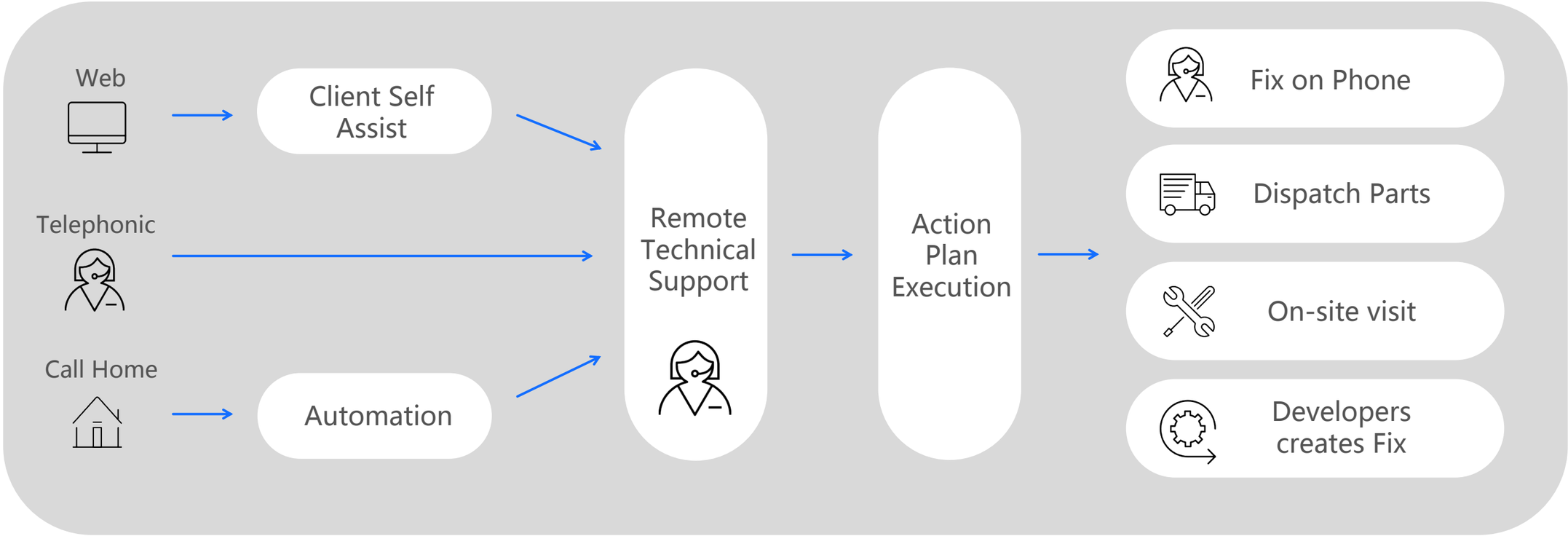
Augmented Reality technology can remotely assist field technicians and clients with performing software and hardware procedures

Client Insights Portal

One-stop shop for **inventory and contract management**, enhancing the client experience with cognitive capabilities within the datacenter

Technology Support
The new service model

Where we are



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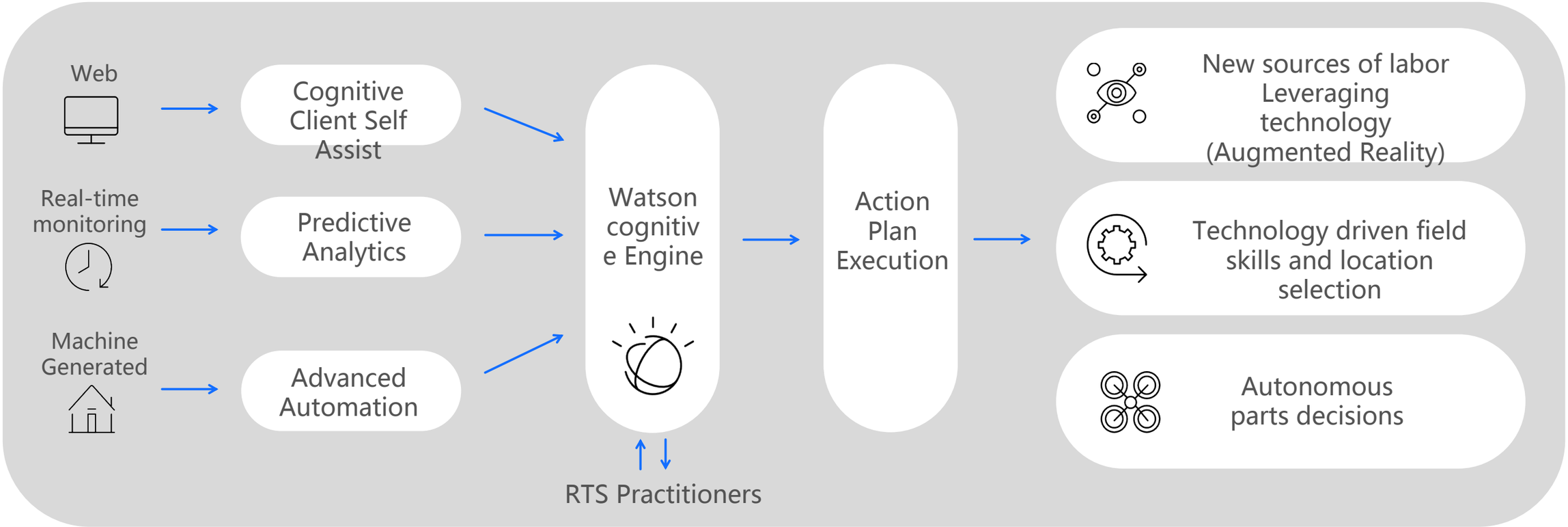
Where we will be



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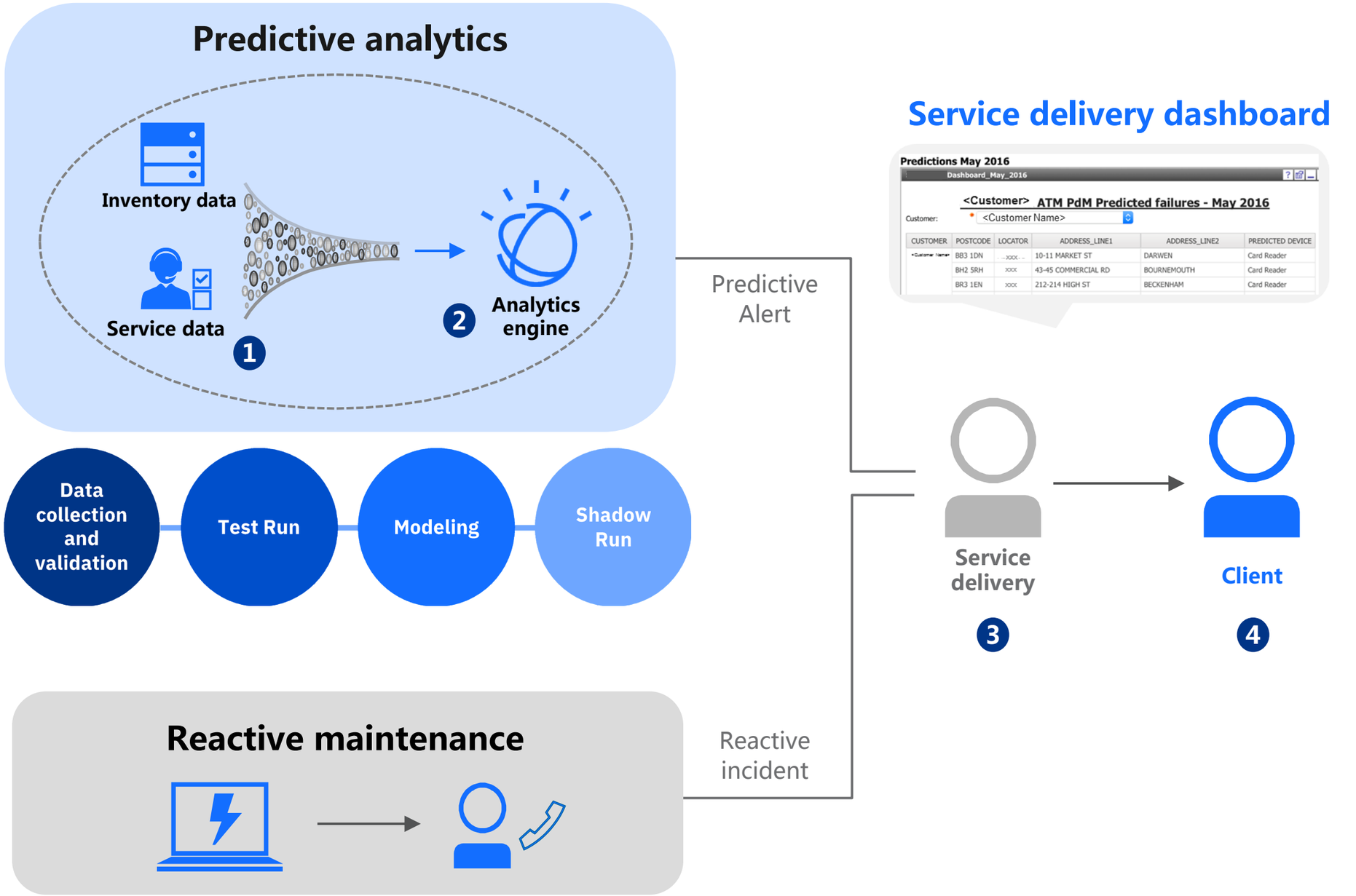
Predictive

How is the end to end process?



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Why predictive?

- **Identify** upcoming hardware failures a week before they arise and **prevent** them
- Predict between **50%** and **80%**
- Intercept component degradation to prolong its lifetime
- Transform scheduled preventative support to intelligent, data-driven action
- Consistent user experience on **inventory management**
- Best practice on integration with service delivery processes
- **Reduce CIT costs** through optimized logistics

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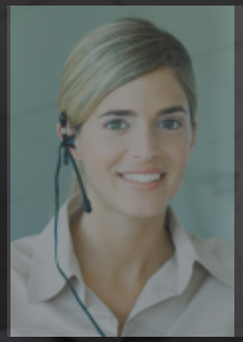

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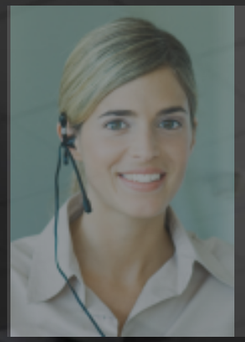


Front Office:
Actualizando código para MongoDB, JBoss y NGINX

Incidencia
A16A832

Alta
30/05/2019

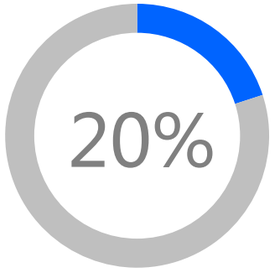
Fuera de soporte
30/06/2019

OS Actualizado
20/05/2019

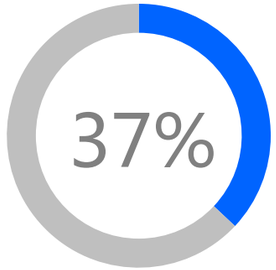
Technology Support Summary

How is this transforming IT support?

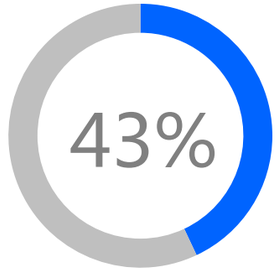
+2.5 years
additional useful life of multivendor equipment[1]



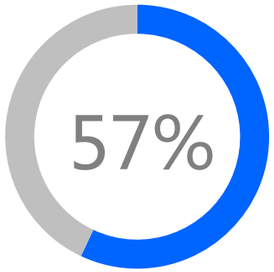
Reduction in operating costs through outage mitigation and accelerated problem resolution[2]



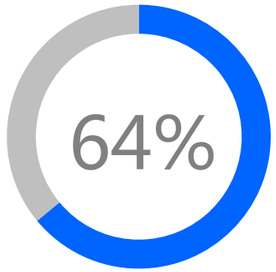
Reduction in client time spent on hardware support[1]



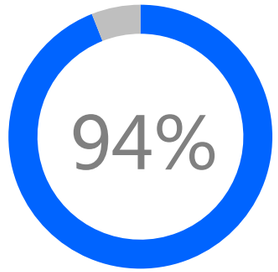
Reduction in time managing vendor relationships[1]



CAPEX savings from improved IT asset management[3]



Incidents automatically resolved by virtual engineers[2]



First-call success rate[2]

[1] "The Total Economic Impact of IBM Multivendor Services," Forrester Research, September 2016. [2]IBM internal data as of December 2016. [3]IBM data analysis vs OEM IT refresh cycles, 2016.

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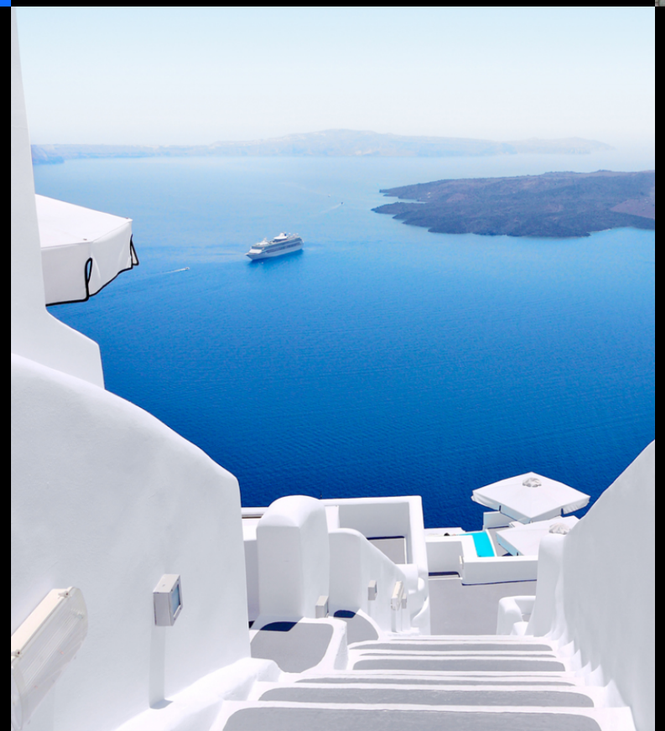

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Things **not to forget** about IBM support services

Automate

Gaining automation with tools that get info about the inventory and its status, and open tickets automatically

Predict

With Artificial Intelligence, that is able to classify, analyze, advise and learn and continuously improve

Simplify

With Client Insights Portal and Blockchain. One-tool to manage everything, and a methodology which allows you to be secure and transparent

Open and flexible

Always focused on SW Open Source, by providing SW Open Source support and enabling flexibility and scalability

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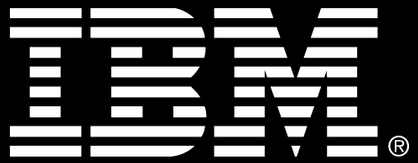
Thank you