



Overview

A managed desktop package from IBM is an easy, rapidly deployable solution designed to help you deploy, update and manage your desktops. Services include desktop patching & imaging, help desk, and desktop support, in one low monthly fee.

IBM Managed Desktop Services

A low cost, stress-free, get back to business desktop solution

Managing today's desktop environments and planning for future needs requires a wide range of skills and capabilities to troubleshoot, resolve and plan. Over-burdened IT staff and unreliable workstations can seriously impact your organization's bottom line.

Most organizations do not have the comprehensive and national support needed to keep their employees productive and their businesses operational. IBM Managed Desktop services provides you with the national and local resources and services you need to support high availability.

IBM Managed Desktop Services can also lower total cost of ownership through simplified overall desktop management.

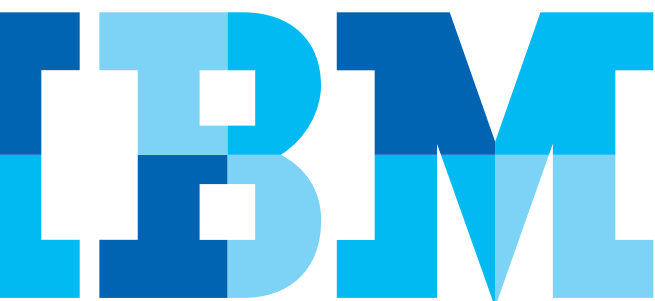
Benefits to your organization can include:

- lower desktop total costs, including operating system upgrades and hardware refresh cycles
- predictable monthly costs
- reliable desktop support
- improved service levels
- minimal business disruptions

Additionally, these managed services allow you to start up and shut down new or existing operations in new offices affordably and efficiently.

IBM can provide remote and virtual desktop support, in a brand-agnostic approach using centralized, automated tools and processes backed by IBM's proven experience across multiple engagements.

This monthly service can provide clients with the required base support for a corporate desktop environment. IBM will perform remote software patching, end-user help desk and desktop support for a 36-month period. Also included in the services is an initial desktop refresh, where IBM will swap out your old desktop device with a new one. Cost of the new hardware can be added to the monthly service fee.





Your IBM Managed Desktop Services include:

- Desktop Image Management
- Desktop Software Patching
- Desktop Support
- Help Desk Support
- Initial New Desktop Installation/Set-up

Other optional services are available to add to this monthly bundle, including provision of a new business class workstation.

Are you ready to get back to work with highly productive employees and highly available operations? Talk to your IBM representative today.

GET BACK TO FOCUSING ON WHAT YOU DO BEST

Call your IBM representative today or go to <http://www-935.ibm.com/services/us/index.wss/offerfamily/eus/a1027334>.



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