

Simplifying Support: How Much Could Consolidation Save You?

Everyone has the same two concerns when facing an unexpected need for maintenance or support:

1. How complex or difficult will it be to get this fixed?
2. Will it be expensive?

The process of getting these questions answered is often confusing, exhausting, and stressful—especially if you aren't sure which vendor or service you need to contact for support. In today's complex business environment, even simply tracking down the right vendor to contact for support can be a challenge.

It's no surprise, then, that consolidating your organization's support needs under one contract can save you time and reduce your problem-solving burden. What may surprise you, however, is the impact that consolidating vendors can have on your bottom line. Consider these statistics from Forrester's study on the economic impact of IBM's Multivendor Support Services:

- Organizations that switched from multiple vendors to a consolidated IBM Multivendor Support contract saved \$178,670 over 3 years.
- The same organizations reduced the time required for hardware support tasks by 37%, drastically cutting the downtime created by hardware problems.
- For every hour organizations with multiple support partners spent on vendor management, IBM Multivendor Support clients spent less than 35 minutes.

The Multivendor Support (MVS) system works by providing a global, pre-priced service contract that consolidates all support needs into a single point of accountability. With one contract to manage and one vendor to hold accountable, the time, energy, and money savings can be immense.

MAPSYS recommends IBM's MVS services for three simple reasons. First, IBM has the technical training, support, and expertise resources to manage a broad variety of non-IBM systems. Their global network of product support specialists ensures that you'll receive the best, fastest service possible. Second, IBM MVS is able to leverage the predictive power of advanced analytics (such as IBM Watson™ cognitive technology) to proactively minimize risk and avoid downtime. Third, the proactive support provided by IBM can help prevent the problems from occurring in the first place—negating the need for the “how to fix it” questions altogether.

We'd love to provide more information about how MVS can help. If you have any questions, if you'd like us to send you more information, or if you'd like to receive our Streamlining Tech Support Roadmap, contact us [online](#) or call us at 614.224.5193.



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