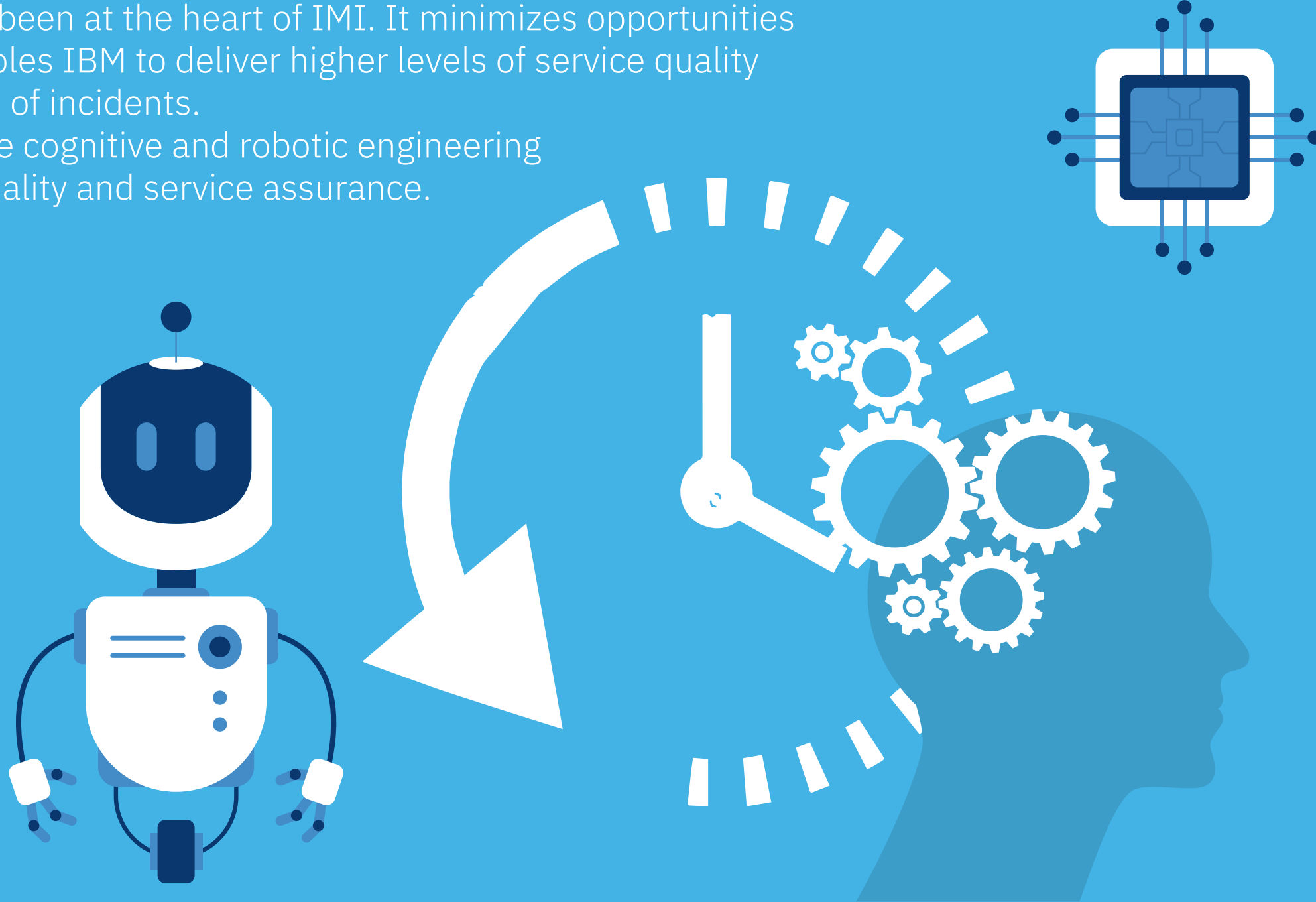


IBM Integrated Managed Infrastructure services

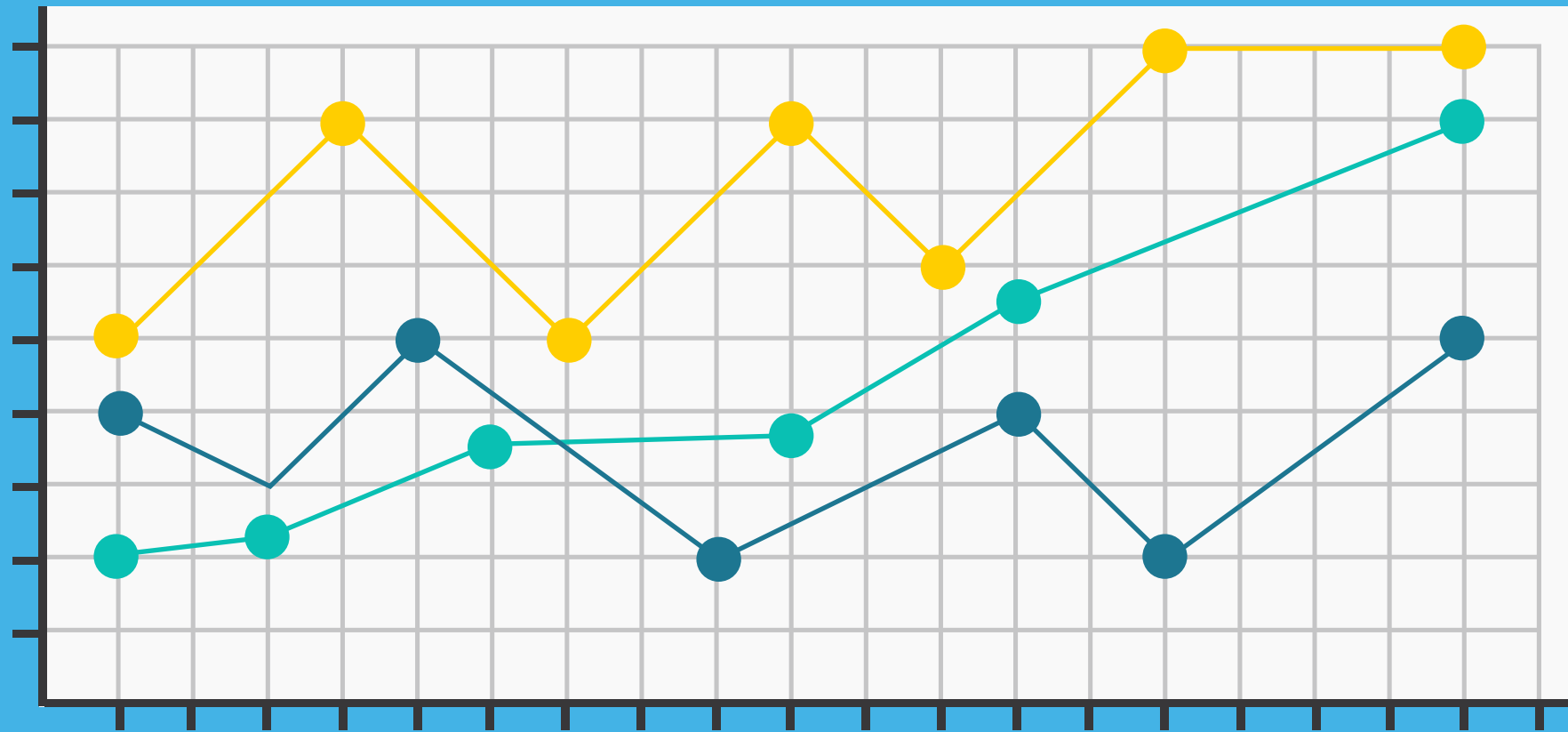
Automation has always been at the heart of IMI. It minimizes opportunities for error, but it also enables IBM to deliver higher levels of service quality due to quick turnaround of incidents.

IMI has the leading edge cognitive and robotic engineering to provide consistent quality and service assurance.



IBM Integrated Managed Infrastructure services

In client engagements, 64% of incidents have been automatically resolved and there has been a 90% reduction in resolution time with dynamic automation.



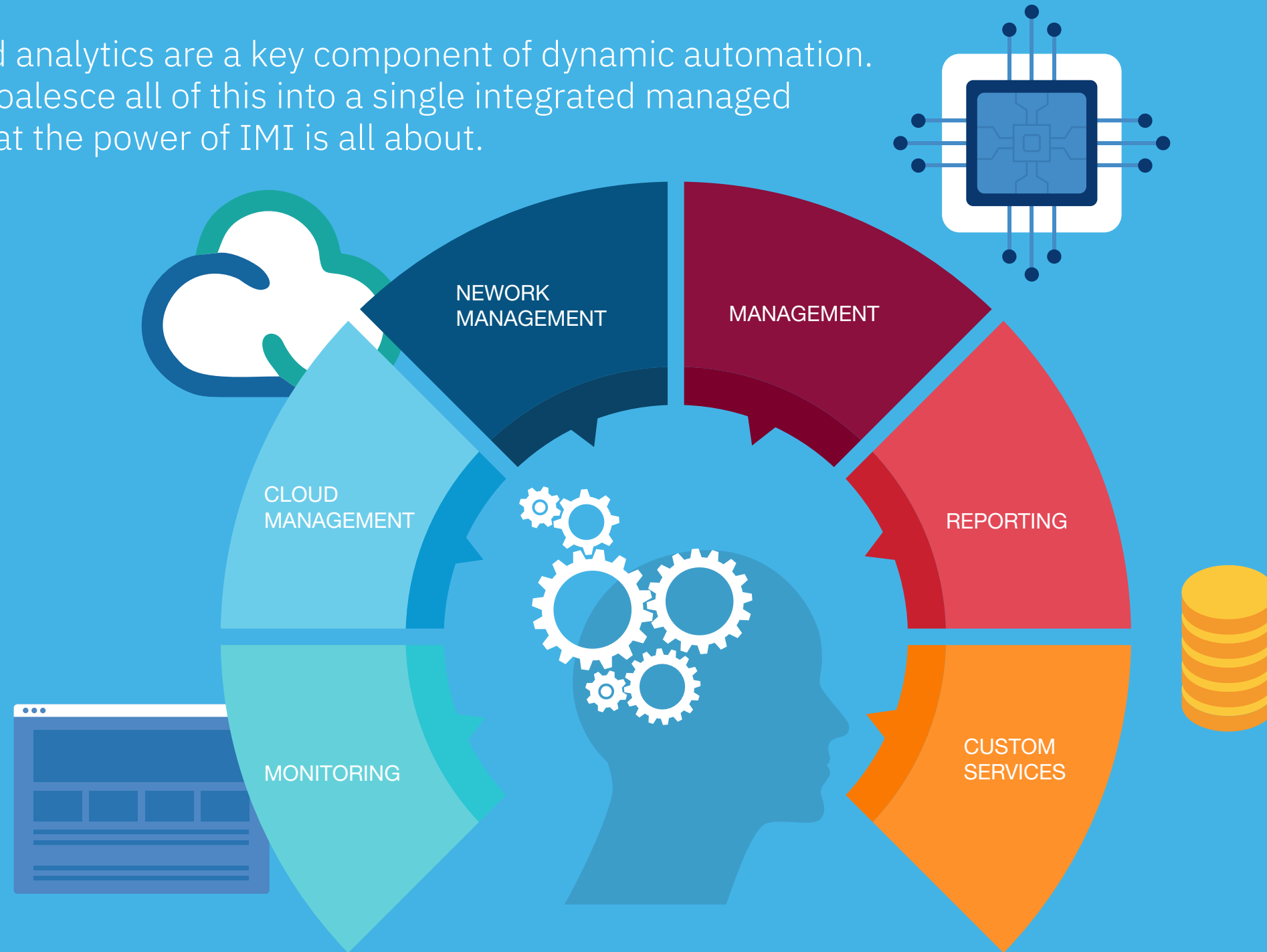
IBM Cloud Deployment Services

Based on internal IBM assessment, with standardized and repeatable service provisioning, IBM Cloud Deployment Services can cut supply time by up to 85% and a catalog of predefined services can reduce demand generation time by up to 70%.



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Cognitive learning and analytics are a key component of dynamic automation. And so our ability to coalesce all of this into a single integrated managed capability is really what the power of IMI is all about.



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