

IBM Support for Microsoft

Simplify and streamline IT operations with IBM Technical Account Manager expertise

IBM Technology Lifecycle Services offers a collaborative solution with Microsoft, providing access to an IBM specialized support team with deep expertise in complex Microsoft environments. This team is available 24x7, giving clients access to unlimited calls, unlimited callers, and unlimited support hours.

Clients also have access to an IBM Technical Account Manager (TAM), who serves as a single point of contact for all support needs. The TAM helps streamline operations and optimize resources by establishing a structured framework for optimal operations and security enhancements. The TAM also assists in resolving issues as they arise and continuously assessing the environment to strengthen the environment through proactive support. If an event occurs, Level 1 and Level 2 support are provided by IBM, while Level 3 support is delivered by Microsoft through IBM's coordination. All support is aligned with Microsoft lifecycle policies and covers cloud, hybrid, and on-premises environments.

IBM Support for Microsoft is delivered through a tiered service architecture (Advanced and Premium), allowing organizations to select the level of support that best fits their operational requirements. With optional add ons such as IBM Proactive Support Advisory for Microsoft, clients can leverage IBM's technical expertise for eligible Microsoft technologies (Azure IaaS, Azure PaaS, and the M365 platform). The advisory service provides environment assessments, capability optimization, best practices, and targeted knowledge transfers, among other benefits. Engagement cycles are configurable, ranging from 2 to 10 days per month, depending on customers operational demand.

Through this unified and extensible support model, IBM Technology Lifecycle Services provides a single operational support layer for Microsoft software ecosystems in combination with IBM and multivendor hardware environments. This consolidated approach is designed to reduce support complexity, streamline incident resolution, optimize technical productivity, and drive cost efficiencies across your IT operations.



11K

IBM Technology Lifecycle Services provides support for over 11,000 IBM and other OEM hardware and software products¹

97%

Average First Call Resolution under IBM TLS service contracts for IBM and Multivendor IT Infrastructure²

140

Countries supported, delivering Local Support with Global Reach³



IBM is a certified Microsoft Solution partner.

For more information scan the QR code or click at buttons below:

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Source: 1 & 3 IBM Internal Data
2 First-Time Resolution is based on internal data from H2 2025 historical data and does not guarantee future performance. Resolution on the first attempt may vary depending on issue complexity, environment, system configuration, and the availability of required information or resources.
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