



Tivoli Software Portfolio

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Smarter

170B Kwh 3.7B \$40B
15% ↓ 20% ↓ 95.5% ↓

Business
Process Mgmt

Smarter
Collaboration

Smart SOA

People & process
transformation



Service
Mgmt

Info
Infra

Virtualization &
Consolidation

Intelligent
Systems
Sustainable Ops.
Green Infra.

Info Agenda
Analytics &
Optimization

Information
& analytics

Info. Platform

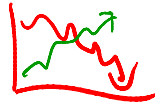
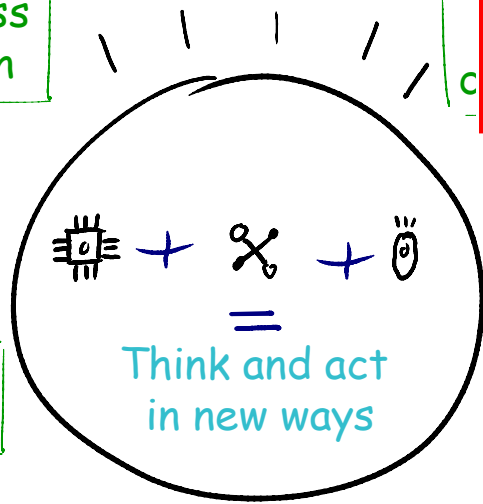
Sustainability

Risk
Resiliency
Security

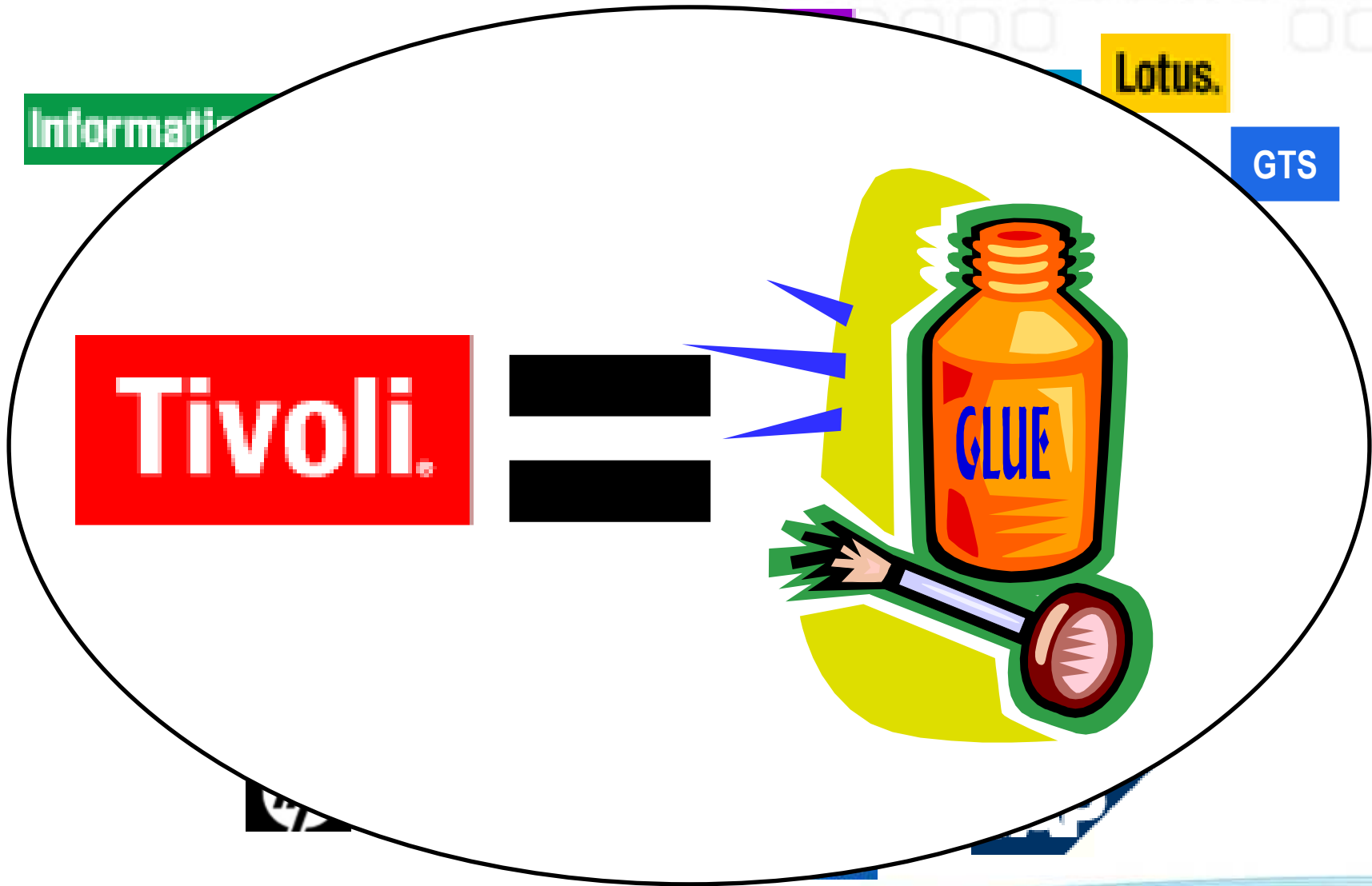
Security &
resiliency

Product & service
innovation

Design
Deliver
Manage



What makes Tivoli Different?



In 2012...

- IBM will continue to help businesses and governments build a **Smarter Planet**.
- The key to building a Smarter Planet, will be delivering **Smarter Infrastructure**.
- The core of Smarter Infrastructure is **Integrated Service Management**.
- Integrated Service Management will continue to be **Tivoli's** core business.
- Tivoli has a **huge** and **unique** opportunity to deliver **client value**.





So what are we trying to solve for our customers?





THE BUSINESS

INFRASTRUCTURE



THE BUSINESS

ASSETS?

COMPLIANCE?



PROVISIONING?



STORAGE?



SUPPORT?



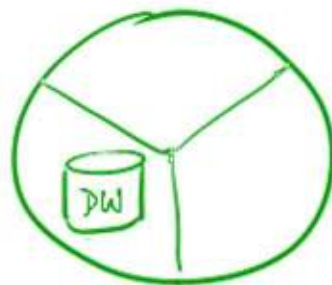
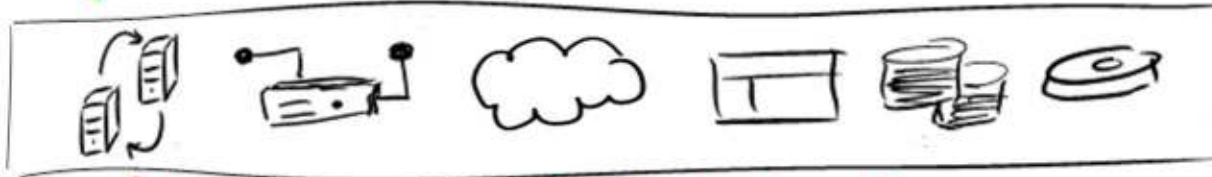
PERFORMANCE?
ANALYTICS



PROCESS
AUTOMATION?



INFRASTRUCTURE



MONITORING?



SCHEDULING?



CONTROLS?



THE BUSINESS

ASSETS?

COMPLIANCE?



PROVISIONING?



STORAGE?



SUPPORT?



PERFORMANCE?
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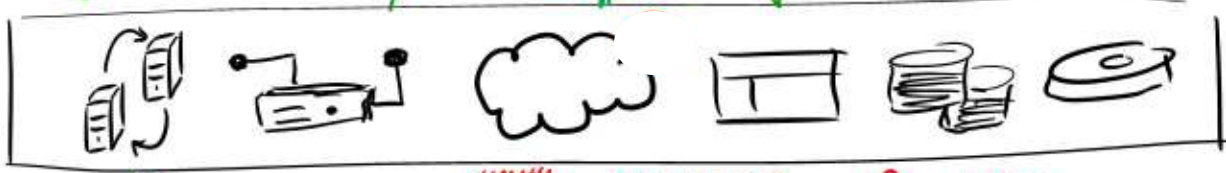
PERFORMANCE?
ANALYTICS



PROCESS?
AUTOMATION



INFRASTRUCTURE



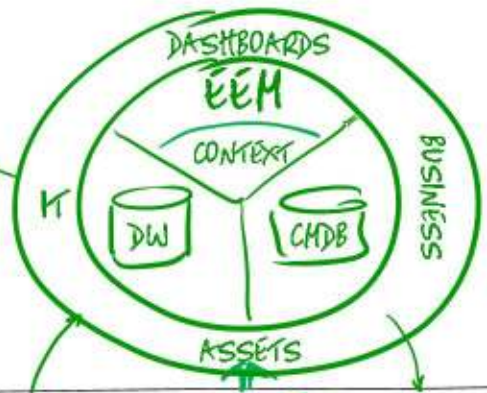
MONITORING?



SCHEDULING?



ACCESS CONTROL?



THE BUSINESS

ASSETS?

COMPLIANCE?



CLOSED-LOOP PROVISIONING?



STORAGE? MGMT.



SUPPORT?



PERFORMANCE? ANALYTICS



PROCESS? AUTOMATION



INFRASTRUCTURE



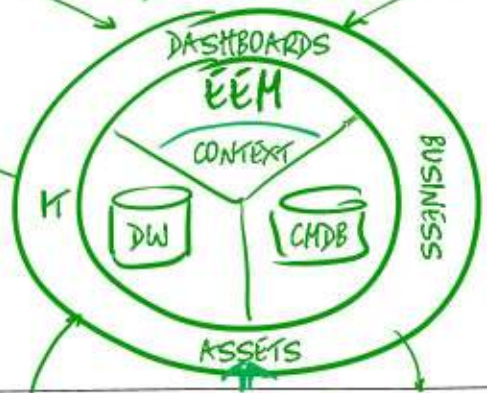
MONITORING?



SCHEDULING?




ACCESS CONTROL?



LARGE TELCO
STRATEGIC BSM

HERKUR ↑ 25% PRODUCTIVITY

THE BUSINESS =  ASSETS?

BIZ

SUPPORT?



SELF-SERVICE
SVC. REQUEST
SVC. CATALOG

PERFORMANCE?
ANALYTICS



PROCESS?
AUTOMATION



INFRASTRUCTURE
USDA ↓ MTR



LICENSE
COMPLIANCE?



人 # \$

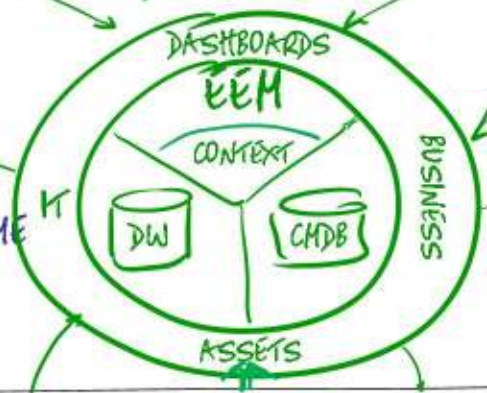
CLOSED-LOOP
PROVISIONING?



STORAGE?
MGMT.



JAL ↓ 80% DOWNTIME



ING
↓ \$20M/YR



FOUNDATION
MONITORING?



SCHEDULING?



ACCESS
CONTROL?



Integrated Service Management:

A Whiteboard Approach

Q&A

SUPPORT?



SELF-SERVICE
SVC. REQUEST
SVC. CATALOG

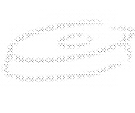
PERFORMANCE?
ANALYTICS



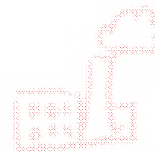
PROCESS?
AUTOMATION



INFRASTRUCTURE



THE BUSINESS



ASSETS?



LICENSE
COMPLIANCE?



IT'S

CLOSED-LOOP
PROVISIONING?



STORAGE?
Mgmt.



FOUNDATION
MONITORING?



SCHEDULING?



ACCESS
CONTROL?

