

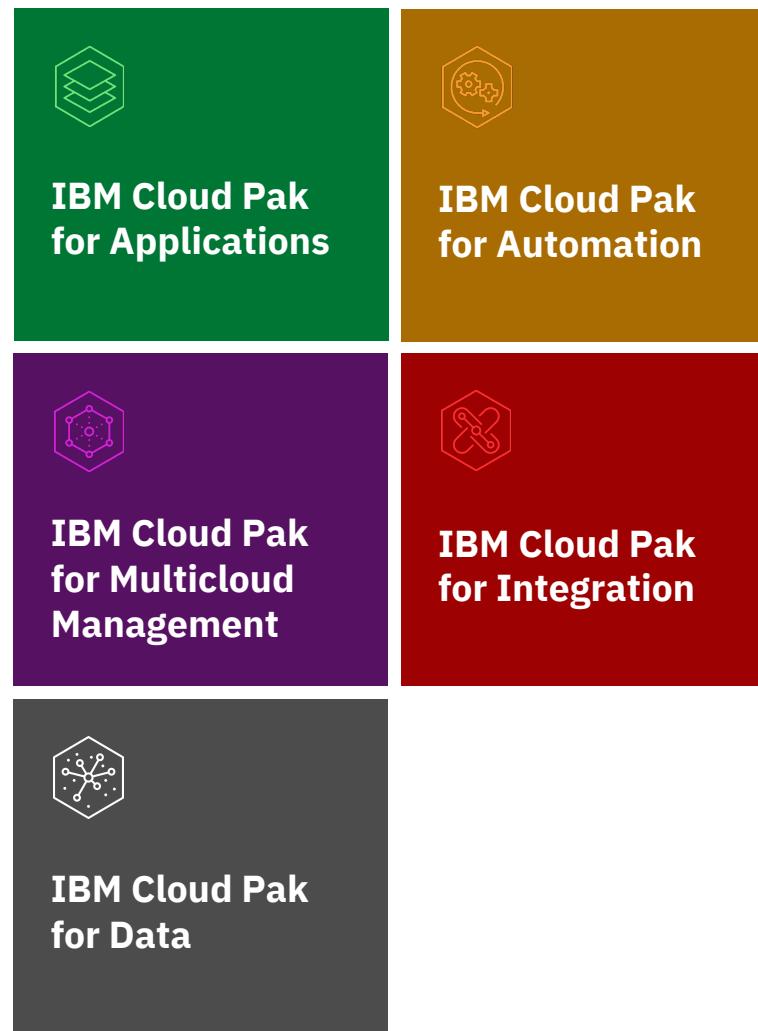


IBM Cloud Paks

**How to ensure your client gets value
from their investment with IBM Garage
and Expert Labs through FAST
ADOPTION of their Cloud Pak of choice**

IBM Garage and Expert Labs Offerings for Cloud Paks

For each Cloud Pak, we deliver cohesive journeys that span deployment, innovation and modernization including enterprise scale out with operations, skills, management, DevOps, and readiness consultancy.

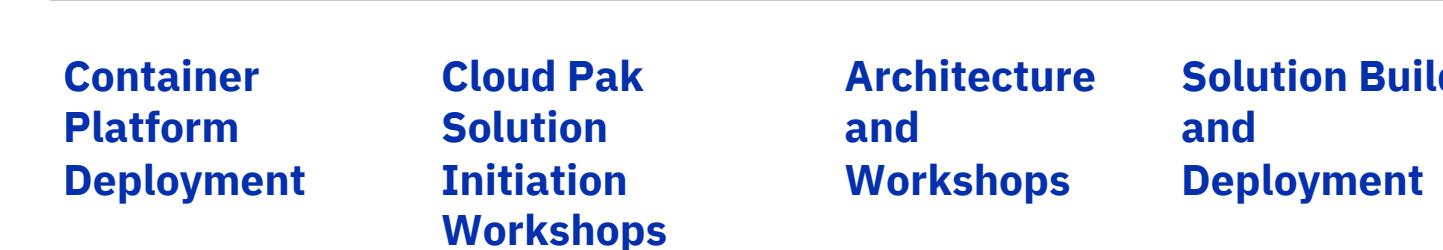
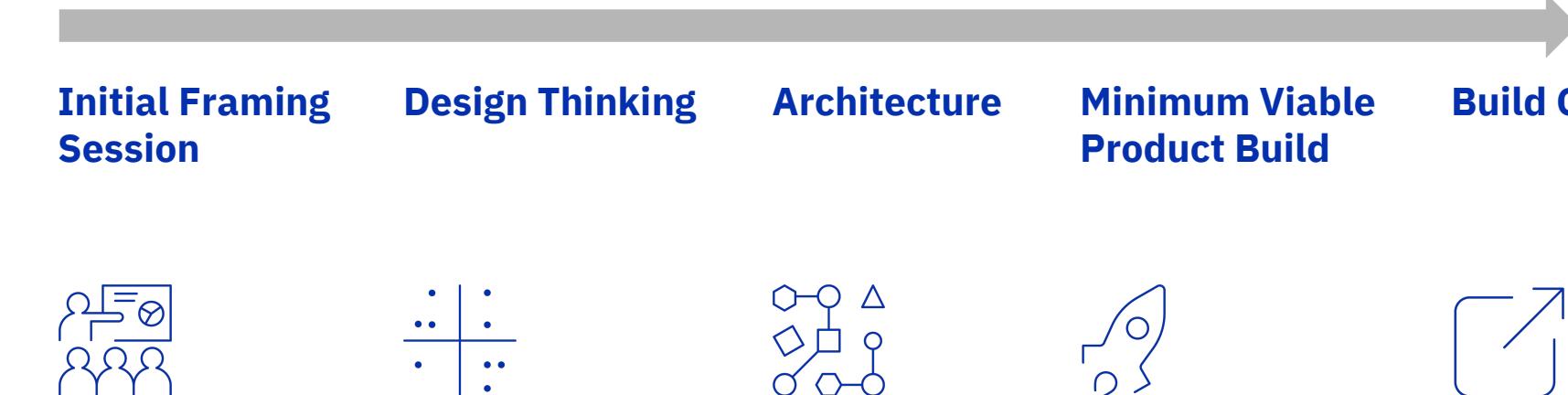


Engage IBM Garage when...

Your client wants to ideate and develop a business outcome-centric approach to innovate or modernize a solution on IBM Cloud Pak and wants to co-create the solution with us.

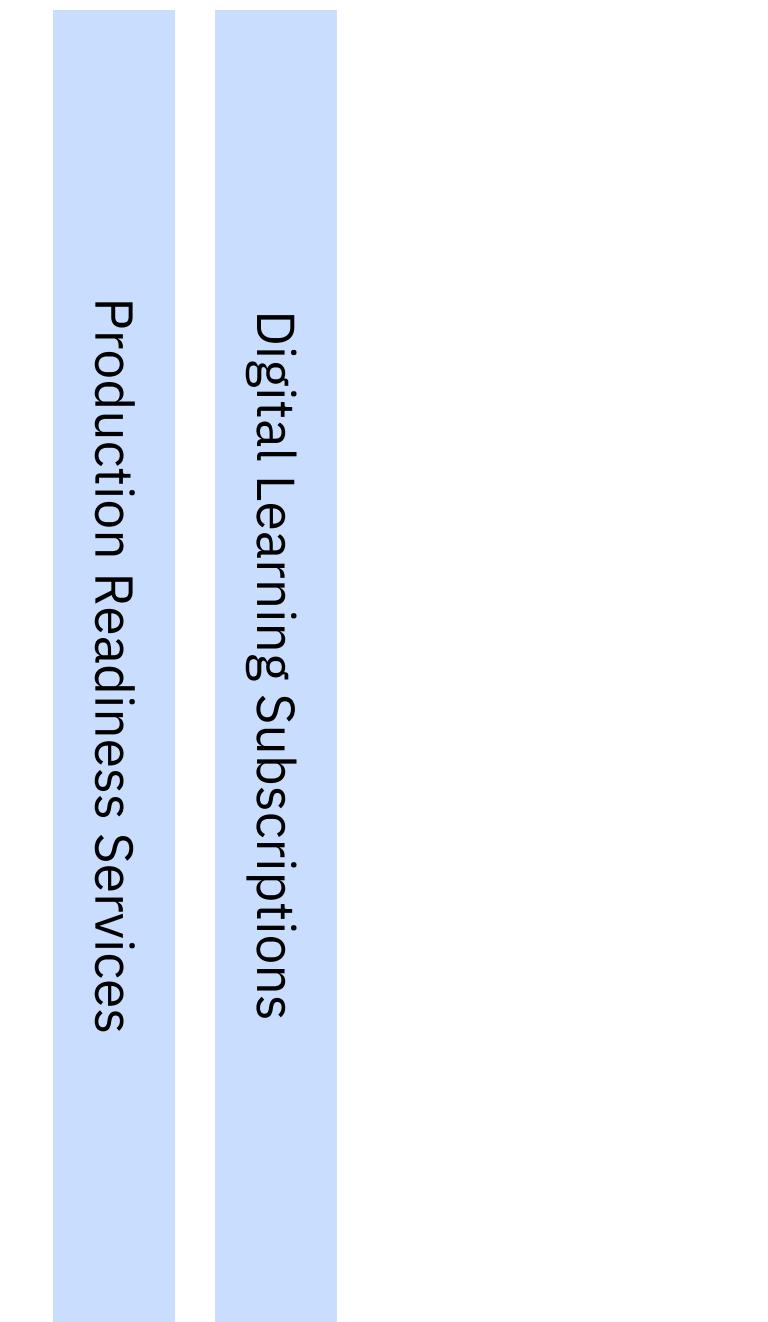
Engage IBM Cloud Expert Labs when...

Your client has decided on a business outcome, and wants IBM to deliver the solution(s) with IBM Cloud Pak.



IBM Garage

We are one IBM Cloud team, regardless of where you start, Garage or Expert Labs, your client will have the expertise they need to meet their goals.



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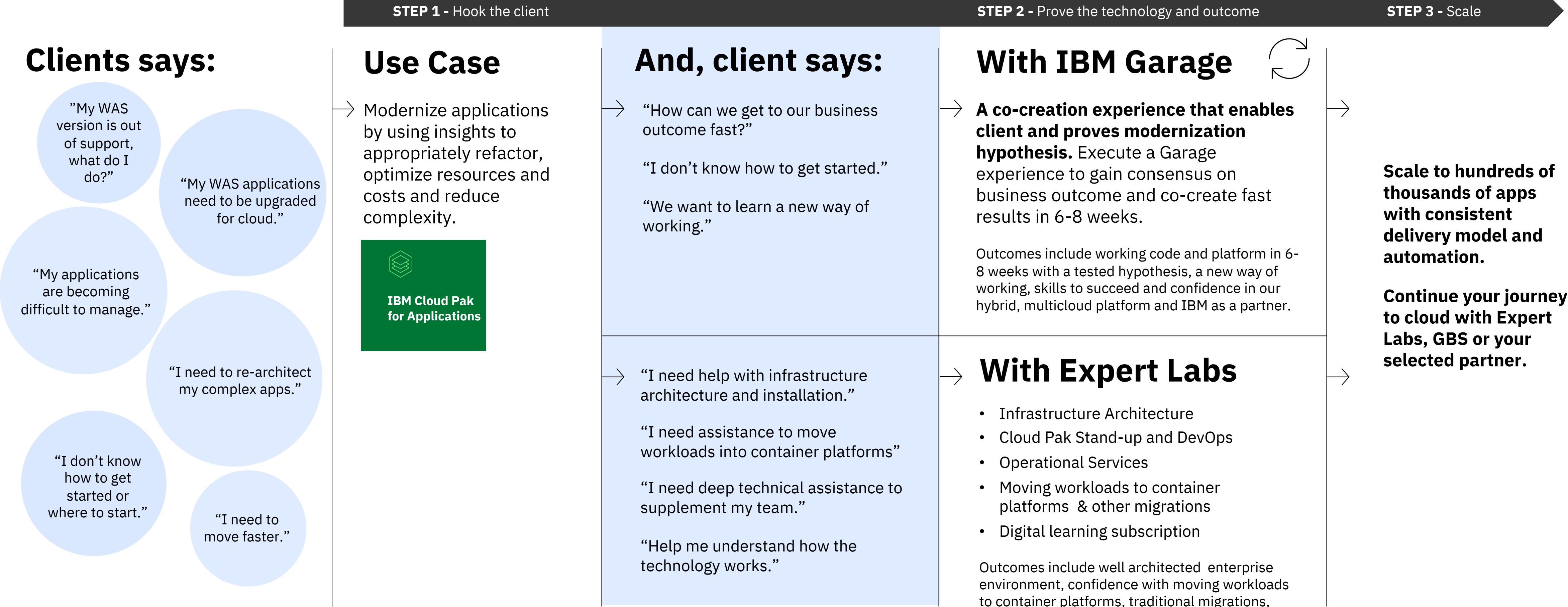
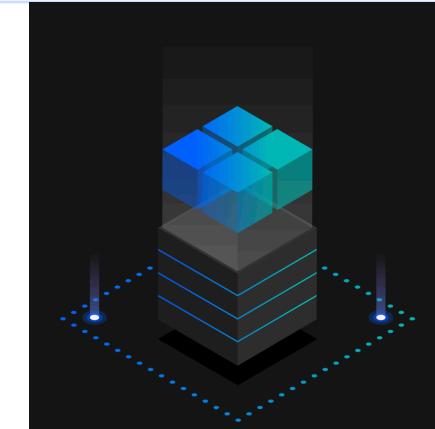
Overview

IBM Garage and Expert Labs Offerings for Cloud Paks

	Applications		Automation	Multicloud Management			Integration			Data
USE CASE:	MODERNIZATION	CLOUD NATIVE	PRODUCTIVITY	CONTINUOUS VALUE	CONSISTENCY	END-TO-END MGMT.	CLOUD & SAAS	REAL-TIME EVENTS	SECURE APIs	OPERATIONALIZE
GARAGE										
OUTCOME:	Working code and platform in 6-8 weeks with a tested hypothesis, a new way of working, skills to succeed and confidence in our hybrid, multicloud platform and IBM as a partner.	A user-ready application with which you will see business results, collaborative integration of Development and Operations in software delivery for exceptional user experience.	Alignment across business and technical teams on the problem space and a definition and roadmap of the solution.	Observability practices for visibility of applications, cross-org collaboration for faster mean time to repair (MTTR), new, automated tools supporting cloud service management and operations.	CSMO and DevOps implementation. Visibility into and control of cloud spend. Application-centric security and governance policies. Learning and upskilling for new modern methods of operations.	Achieve SRE, repeatable and scalable build to delivery process for setting applications into the cloud, the foundation of a governance model to ensure enterprise security and agility.	Production ready solutions, tested and aligned with the client's goal in 6-8 weeks. Skills transfer. (MVP Build includes platform, process and toolchains.)	Production ready solutions, tested and aligned with the client's goal in 6-8 weeks. Skills transfer. Improved inventory management. (MVP Build includes platform, process and toolchains.)	Production ready solutions, tested and aligned with the client's goal in 6-8 weeks. Skills transfer. (MVP Build includes platform, process and toolchains.)	Convert a business opportunity into a data hypothesis. Test the data hypothesis and develop into actionable data insights.
WHAT TO ADD:	2 X D1W5QLL 1 X D1W5MLL 6 X D1W5PLL	2 X D1W5QLL 1 X D1W5MLL 6 X D1W5PLL	2 X D1W5QLL 1 X D011SZX 6 X D1W5PLL	2 X D1W5QLL 1 X D1W5MLL 6 X D1W5PLL	2 X D1W5QLL 1 X D1W5MLL 6 X D1W5PLL	2 X D1W5QLL 1 X D1W5MLL 6 X D1W5PLL	2 X D1W5QLL 1 X D00JWZX 6 X D1W5PLL	2 X D1W5QLL 1 X D00JWZX 6 X D1W5PLL	2 X D1W5QLL 1 X D00JWZX 6 X D1W5PLL	2 X D1W5QLL 1 X D00VDZX** 6 X D00UKZX**
EXPERT LABS										
OUTCOME:	Well architected enterprise environment, confidence with moving workloads to container platforms, traditional migrations, deep technical assistance when you need it.	Well architected container platform with common operational services and DevOps tooling. Deploy Cloud Pak and verify with sample application. Achieve improved developer productivity and speed to market, enable admins and developers on operational best practices.	Well architected enterprise environment and solutions, deep technical assistance when you need it, assurance during peak demand, confidence with migrations, guidance setting up a center of excellence.	Deploy a new production environment which includes golden signals to manage applications anywhere with dynamic monitoring. Obtain mentorship to create automated runbooks for application recovery.	Well-architected enterprise environment, automated deployment and upgrade management of containers and clusters, confidence with migrations and assurance during peak demand.	Deploy / manage clusters with application of security policies, visibility and governance of containers and container clusters.	Outcomes include well architected enterprise environment and working solution, confidence with migrations identified, technical assistance and skills transfer when you need it.	Outcomes include well architected enterprise environment and working solution, confidence with migrations identified, technical assistance and skills transfer when you need it.	Outcomes include well architected enterprise environment and working solution, confidence with migrations identified, technical assistance and skills transfer when you need it.	Gup and running with an initial use case to generate immediate business value and proactive management of the platform for one year. Engage in a 12-week agile project with open scale experts to develop a production ready solution.
WHAT TO ADD:	ICP107 ICP109	ICP105	ICP105 DBA605	ICP105 MCM102 MCM103	ICP105 MCM102 MCM103	ICP105 MCM102 MCM103	ICP105 INT300 INT400	ICP105 INT300 INT400	ICP105 INT300 INT400	Placeholder

IBM Cloud Pak for Applications

MODERNIZATION USE CASE

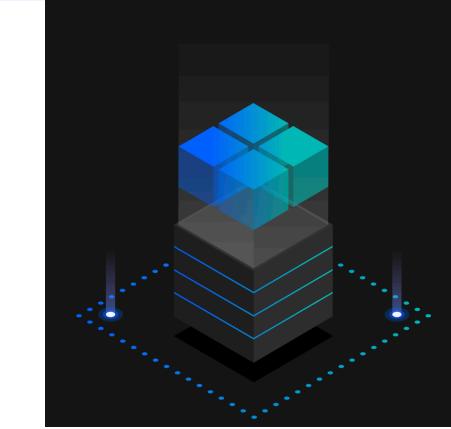


IBM Garage

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IBM Cloud Pak for Applications

CLOUD NATIVE USE CASE



STEP 1 - Hook the client

Clients says:

- “How do I get started creating microservices or cloud native applications?”
- “How do I start to modernize our application portfolio not just a single app?”
- “How to setup an end to end cloud native application development platform?”
- “How do I create a cultural shift to drive faster service delivery by removing barriers between teams?”
- “We are looking for modernizing the current build and deployment process”

Use Case

- Develop cloud native apps with containers, starting with open source, common services, developer tools of choice and integrated DevOps.



IBM Cloud Pak
for Applications

STEP 2 - Prove the technology and outcome

And, client says:

- “I want to modify our development culture to be more agile and inclusive of operations.”
- “I need to take a new look at Development governance for cloud native applications and the migration of our existing apps.”
- “How do I quickly build and test an innovative idea against my users?”

With IBM Garage

Identify and align IT and business around an innovative opportunity.
Execute a Garage experience to gain consensus on business outcome and co-create fast results in 6-8 weeks. Take advantage of modern architectures for rapid iterative builds that meet client needs.
Outcomes include a user-ready application with which you will see business results, collaborative integration of Development and Operations in software delivery for exceptional user experience.



STEP 3 - Scale

Scale to hundreds of thousands of apps with consistent delivery model and automation.

Continue your journey to cloud with Expert Labs, GBS or your selected partner.

IBM Garage

- “I need assistance to build a well architected container platform to develop cloud native applications with microservices.”
- “I need assistance to setup CI/CD pipeline to optimize the build and deployment process”
- “How do we quickly enable our team to manage the container platform ?”

With Expert Labs

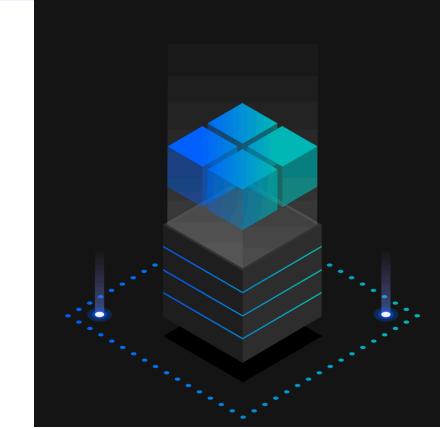
Build a well architected container platform with common operational services and DevOps tooling. Deploy Cloud Pak and verify with sample application.

Outcomes include well architected container platform with common operational services and DevOps tooling. Deploy Cloud Pak and verify with sample application. Achieve improved developer productivity and speed to market, enable admins and developers on operational best practices.

IBM internal use only

IBM Cloud Pak for Automation

PRODUCTIVITY USE CASE



STEP 1 - Hook the client

Clients says:

- “We need help to combine our business with automation technology.”
- “We want to infuse AI into our business processes.”
- “I need to act on market shifts quickly.”
- “We would like to be more agile.”
- “We want to be innovative & disruptive with our solutions.”

Use Case

- Improve employee productivity by automating mundane clerical tasks and assisting knowledge work.
- Enrich content with intelligence to deliver trustworthy business insights.
- Increase operational visibility to optimize processes.



IBM Cloud Pak
for Automation

STEP 2 - Prove the technology and outcome

With IBM Garage

- **Breakdown complex problems into meaningful iterations that rapidly deliver success.** Execute a Garage Design Thinking Workshop to align the teams on a solution definition.
- Outcomes include alignment across business and technical teams on the problem space and a definition and roadmap of the solution.



Scale to hundreds of thousands of apps with consistent delivery model and automation.

Continue your journey to cloud with Expert Labs, GBS or your selected partner.

With Expert Labs

- Infrastructure Architecture
- Cloud Pak Stand-up and DevOps
- Solution Design & Implementation
- Operational Services
- Migrations & Health checks
- Digital learning subscription

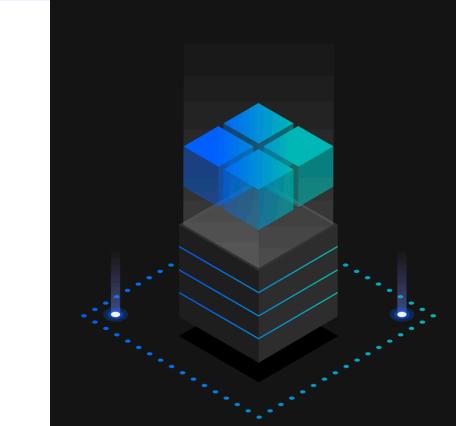
Outcomes include well architected enterprise environment and solutions, deep technical assistance when you need it, assurance during peak demand, confidence with migrations, guidance setting up a center of excellence

IBM Garage

STEP 3 - Scale

IBM Cloud Pak for Multicloud Management

CONTINUOUS VALUE USE CASE



STEP 1 - Hook the client

Clients says:

- “How can we expand to a public cloud for our critical applications?”
- “Our current ITIL processes are a bit heavy and not as dynamic as we need them to be as we take on more and more cloud native applications.”
- “We do not have the ability to track cloud spend or understand cloud utilization.”
- “We need to update operations faster.”
- “With the new Microservices, applications are more complex than ever.”

Use Case

- Ensure applications deliver continuous business value with dynamic monitoring and problem resolution.



STEP 2 - Prove the technology and outcome

And, client says:

- “We want a holistic transformation of our culture and skills enabling us to drive competitive advantage.”
- “We want to collaborate with industry experts in defining our vision and operating strategy.”
- “How can we establish more predictability and availability of our new cloud?”

With IBM Garage

- **Create a build and management strategy including SRE golden signals to build once and deploy anywhere, to optimize and scale.** Accelerate skills and processes to manage, govern, and optimize multicloud environments.
Outcomes include observability practices that provide visibility of applications, cross-org collaboration for faster mean time to repair (MTTR), new, automated tools supporting cloud service management and operations.



With Expert Labs

- **Deploy a new production environment which includes golden signals to manage applications anywhere with dynamic monitoring.** Obtain mentorship to create automated runbooks for application recovery.
Outcomes include accelerated adoption of skills, hands-on experience in a pre-production sandbox, faster mean time to repair applications.

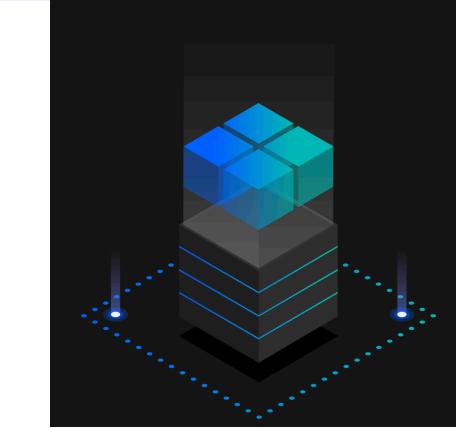
STEP 3 - Scale

Scale to hundreds of thousands of apps with consistent delivery model and automation.

Continue your journey to cloud with Expert Labs, GBS, or your selected partner.

IBM Cloud Pak for Multicloud Management

CONSISTENCY USE CASE



STEP 1 - Hook the client

Clients says:

- “We are using more than one cloud and are looking to simplify management of those clouds.”
- “How do we update our current IT processes?”
- “We are looking to upgrade our existing ad-hoc on-prem automation to modern public clouds.”
- “We want to break down silos between Dev and Ops.”
- “With our multicloud strategy we need stronger operations practices that are cloud ready.”

Use Case

- Deliver a secure multicloud deployment, upgrade and management with consistency.



STEP 2 - Prove the technology and outcome

And, client says:

- “Are there better ways to build operations into user’s requirements?”
- “As development processes speed to meet user needs, how do we ready our operations to do the same?”
- “How do we ensure stability and availability of current solutions as we move critical applications to the cloud?”

With IBM Garage

- **Take an innovation approach to management and operations.**
Look beyond today’s processes. Define operations to be scalable.

Outcomes include: CSMO and DevOps implementation, driving collaboration, velocity, and visibility throughout your organization. Visibility into and control of cloud spend. Application-centric security and governance policies. Learning and upskilling for new modern methods of operations.

STEP 3 - Scale



Scale to hundreds of thousands of apps with consistent delivery model and automation.

Continue your journey to cloud with Expert Labs, GBS, or your selected partner.

- “I need help with infrastructure architecture and installation.”
- “I need automation to simplify deployment and upgrade of containers and clusters.”

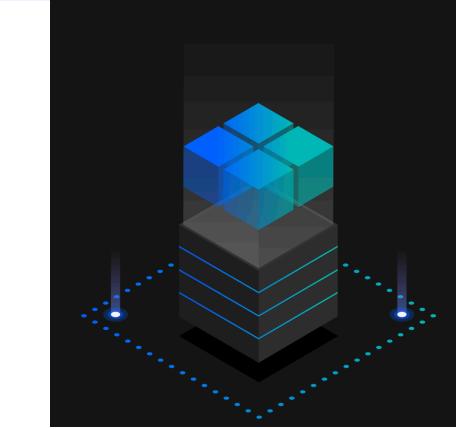
With Expert Labs

- Cloud Pak Stand-up and DevOps
- Infrastructure Architecture
- Operational Services
- Migrations
- Digital learning subscription

Outcomes include well-architected enterprise environment, automated deployment and upgrade management of containers and clusters, confidence with migrations and assurance during peak demand.

IBM Cloud Pak for Multicloud Management

END-TO-END MANAGEMENT USE CASE



STEP 1 - Hook the client

Clients says:

- “We want to manage containers and container clusters, from a single place.”
- “Our developers are using or plan to use containerized workloads in private and public clouds. How do we create a build and delivery pipeline and strategy for this?”
- “Site Reliability Engineering, what can we do better with that method?”
- “How do we deploy more clusters securely and still keep a focus on visibility, governance, and automation?”
- “We need a cloud governance model.”

Use Case

→ Provide end-to-end operations and security management across hybrid / multicloud.



STEP 2 - Prove the technology and outcome

And, client says:

- “Our organizational culture is ready to explore new concepts, processes and skills to deliver cloud services to our users and developers.”
- “Is there a better way to securely build applications with management controls in the minds of the developers?”
- “We have started to adopt Site Reliability Engineering methods. How do we ensure this role is leveraged?”

With IBM Garage

Redefine development and operations processes for application creation with a full view of end-to-end delivery.

Outcomes include Site Reliability Engineering -- a prescriptive way to adopt DevOps principles through engineering and operations work, a repeatable and scalable build to delivery process for setting applications into the cloud, and the foundation of a governance model to ensure enterprise security and agility when automating cluster deployments.



STEP 3 - Scale

Scale to hundreds of thousands of apps with consistent delivery model and automation.

Continue your journey to cloud with Expert Labs, GBS, or your selected partner.

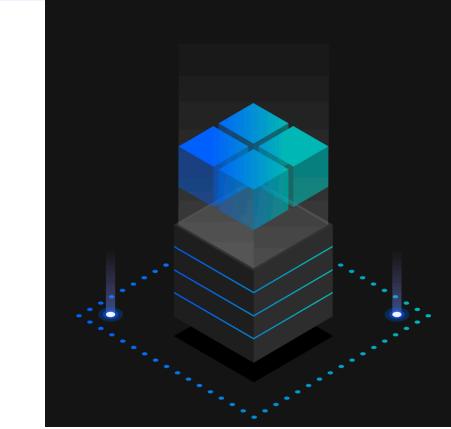
With Expert Labs

- Cloud Pak Stand-up and DevOps
- Infrastructure Architecture
- Operational Services
- Migrations
- Digital learning subscription

Outcomes include ability to deploy/manage clusters with application of security policies, visibility and governance of containers and container clusters.

IBM Cloud Pak for Integration

CLOUD AND SAAS USE CASE



STEP 1 - Hook the client

Clients says:

- "I want to leverage my existing estate while modernizing to the cloud. Is this difficult to implement and integrate?"
- "My integration layer is monolithic, or some workloads have been lift-shifted to multiple cloud vendor platforms."
- "Some of my backend capabilities are now being provided by SaaS provider."
- "Help! My LOBs and IT teams are independently proliferating their own integration model, capabilities and platform."
- "How can I easily connect applications and data across multiple clouds?"

Use Case

→ Cloud and SaaS integration.



IBM Cloud Pak
for Integration

STEP 2 - Prove the technology and outcome

And, client says:

- "How do I rally my stakeholder's interest to support a modernized integration model?"
- "What is the roadmap for me to get from where I am to where I need to be?"
- "How do I take the first step without disrupting my current services and operations?"

With IBM Garage

→ **Identify the business drivers that are compelling your organization to modernize.** Gain consensus of business outcome, analyze the complex flow, identify containerization, architect the integration workflows + considerations for security, data, automation.

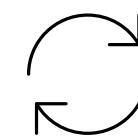
Outcomes include Production ready solutions, tested and aligned with the client's goal in 6-8 weeks. Skills transfer. (MVP Build includes platform, process and toolchains.)

With Expert Labs

- Infrastructure Architecture
- Cloud Pak Stand-up and DevOps
- Solution Design & Implementation
- Operational Services
- Migrations
- Digital learning subscription

Outcomes include well architected enterprise environment and working solution, confidence with migrations identified, technical assistance and skills transfer when you need it.

STEP 3 - Scale

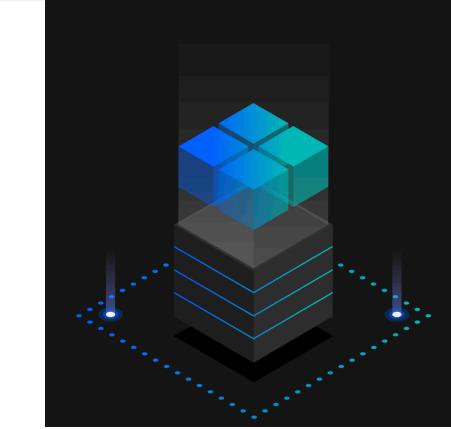


→ **Scale to hundreds of thousands of apps with consistent delivery model and automation.**

→ **Continue your journey to cloud with Expert Labs, GBS, or your selected partner.**

IBM Cloud Pak for Integration

REAL-TIME EVENTS USE CASE



STEP 1 - Hook the client

Clients says:

- "I have a traditional IT and my business cannot cope with our current volume and pace."
- "How can I easily connect applications and data across multiple clouds"
- "How do I align my LoBs and IT teams to agree on integration model, capabilities and platform."
- "How do I deliver faster /better responsive customer experiences?"

Use Case

→ Respond to real-time events to optimize customer experience and offers.



IBM Cloud Pak
for Integration

STEP 2 - Prove the technology and outcome

With IBM Garage

Identify the business drivers that are compelling your organization to modernize. Gain consensus of business outcome, analyze the complex flow, identify containerization, architect the integration workflows + considerations for security, data, automation.

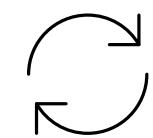
Outcomes include: Improved inventory management enabled by better buyer interactions. Production ready solutions, tested and aligned with the client's goal in 6-8 weeks. Skills transfer. Improved inventory management. (MVP Build includes platform, process and toolchains.)

With Expert Labs

- Infrastructure Architecture
- Cloud Pak Stand-up and DevOps
- Solution Design & Implementation
- Operational Services
- Migrations
- Digital learning subscription

Outcomes include well architected enterprise environment and working solution, confidence with migrations identified, technical assistance and skills transfer when you need it.

STEP 3 - Scale

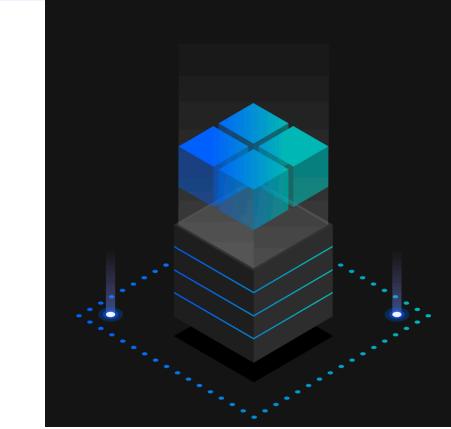


Scale to hundreds of thousands of apps with consistent delivery model and automation.

Continue your journey to cloud with Expert Labs, GBS, or your selected partner.

IBM Cloud Pak for Integration

SECURE APIS USE CASE



STEP 1 - Hook the client

Clients says:

"My business partners and clients have digitally transformed. We need to rethink how we interface in our current traditional integration architecture"

"I want to leverage my existing estate while modernizing to the cloud. Is this difficult to implement and integrate?"

"How can I easily connect applications and data across multiple clouds"

Use Case

→ Create a secure API portal for clients and partners.



And, client says:

- "How do I rally my stakeholder's interest to support and agree on a modernized integration model?"
- "What is the roadmap for me to get from where I am to where I need to be?"
- "How do I take the first step without disrupting my current services and operations?"

- "I need to quickly deploy an integration project to prove and engage my broader stakeholders towards a modernization journey"

- "I need help with installation."
- "I want to leverage Cloud Pak capabilities to develop new integration solutions"
- "I need deep technical assistance to supplement my team."

STEP 2 - Prove the technology and outcome

With IBM Garage

Identify the business drivers that are compelling your organization to modernize. Gain consensus of business outcome, analyze the complex flow, identify containerization, architect the integration workflows + considerations for security, data, automation.

Outcomes include: Production ready solutions, tested and aligned with the client's goal in 6-8 weeks. Skills transfer. (MVP Build includes platform, process and toolchains.)

With Expert Labs

- Infrastructure Architecture
- Cloud Pak Stand-up and DevOps
- Solution Design & Implementation
- Operational Services
- Migrations
- Digital learning subscription

Outcomes include well architected enterprise environment and working solution, confidence with migrations identified, technical assistance and skills transfer when you need it.

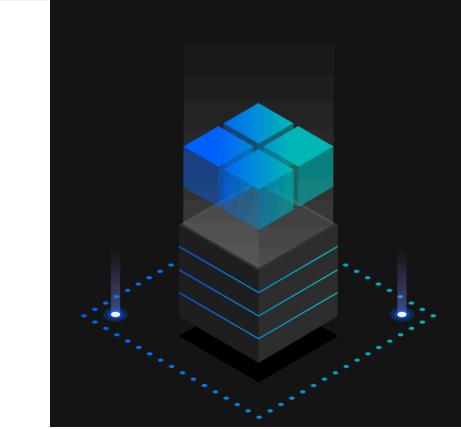
STEP 3 - Scale

Scale to hundreds of thousands of apps with consistent delivery model and automation.

Continue your journey to cloud with Expert Labs, GBS, or your selected partner.

IBM Cloud Pak for Data

OPERATIONALIZE USE CASE



STEP 1 - Hook the client

Clients says:

- “How do I infuse data insights and AI into applications?”
- “How do I modernize data estates and applications?”
- “How do I comply with data and IT regulation compliance?”
- “I am struggling to provide data to LOB.”

Use Case

→ Operationalize data science and AI with trust and transparency.



IBM Cloud Pak
for Data

STEP 2 - Prove the technology and outcome

And, client says:

- “I need to build, deploy, manage and govern model and data, at scale, to improve business outcomes.”
- “How do I use AI to deliver the next best action, in real time?”
- “How do I create a 360° view of my customer?”

With IBM Garage

→ **Design an actionable use case.** Convert a business opportunity into a data hypothesis. Test the data hypothesis and develop into actionable data insights.

Outcomes include: Data insights and AI models to achieve the business outcome. Alignment between LOB and IT. Shared understanding of the client's customer.



STEP 3 - Scale

→ **Scale to hundreds of thousands of apps with consistent delivery model and automation.**

→ **Continue your journey to cloud with Expert Labs, GBS, or your selected partner.**

IBM Garage

With Expert Labs

Initiate: Help clients deploy the Cloud Pak for Data platform and get up and running with an initial use case to generate immediate business value and proactive management of the platform for one year.

Productionize: Set of services includes the Initiate services (above) as well as a 12-week agile project with open scale experts to develop a production ready solution.

IBM internal use only

- ✓ **Add Garage or Expert Labs to all Cloud Pak deals**

- ✓ **Don't forget to apply for your 2+2**
 - ✓ Link to [Incremental Incentive DB](#)
 - ✓ Link to [program details](#)



Have a client opportunity?

Here's how you can engage with us

IBM Garage

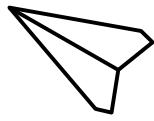
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Ask your questions on the
[#sellgarage](#) Slack channel

2

Find the
[Garage sales principal](#)
for your region or industry to get
help qualifying an opportunity



3

Visit
[ibm.biz/sellgarage](#)
for a list of prescriptive use
cases, client journeys, sales
collateral, and references.

Expert Labs

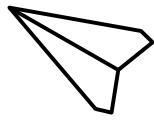
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Ask your questions on the
[#cloud-labs](#) Slack channel

2

Find the
[Expert Labs sales principal](#)
for your region or industry to get
help qualifying an opportunity



3

Contact us via email
labs@us.ibm.com
with any other questions.

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