Premium support services for IBM Power Systems and IBM Storage

Support high availability with tiered maintenance options for your hardware and software

Highlights

Reduced unplanned downtime with tired support options

Optimize your support model with tiered maintenance service options

Enhance high availability with microcode analysis

Get effective, premium support delivered by TAM

With your mission-critical business processes running on IBM® Power® Systems and IBM Storage products, you need to feel confident that your support solution facilitates high availability and operational efficiency across your hybrid cloud environment.

While your in-house IT teams can perform basic hardware repair and system administration, in-depth problem analysis and tracking of multiple issues may not be the most cost- effective use of their time. You may also want a more complete solution with the ability to choose your optimal support model when purchasing the products. In addition, IDC[1] indicates that of clients they surveyed, clients leveraging predictive and premium support tools are preventing on average 79 hours of unplanned downtime.

Our premium support services for IBM Power and IBM Storage systems offer a proactive level of support beyond the product's warranty. This service option lets you choose the right level of support for your systems to help you prevent problems before they occur and resolve issues more quickly. Our around-the-clock, integrated hardware and software maintenance services include reactive and premium support services and are backed by our global support infrastructure, product expertise and proprietary analytics tools.

IBM Systems are bundled with Expert Care. With Expert Care, organizations have the opportunity to premium services and customized support options, as part of their package. If the product you are purchasing includes Expert Care, please refer to the specific conditions of Expert Care for that product.

Reduce unplanned downtime with tiered support options
Our solutions are designed to accelerate problem resolution and optimize staff efficiency, with IBM managing and streamlining the entire support process— from problem identification through resolution. As part of the premium services tier, we assign a Technical Account Manager (TAM) who serves as your focal point for all support-related activities. Additionally, we provide an accelerated call-flow process to more quickly put you in touch with the IBM support skills you need. With our well-established global support infrastructure of people, parts and processes, we provide consistent services regardless of your location in the world.

IBM

Optimize your support model with tiered maintenance service options
With IBM premium support services, you can simplify your support strategy and procurement process by choosing your required level of support .

Base maintenance
Provides the base level of hardware and software support

Premium support services
Expands the level of support provided by base maintenance to go beyond break-and-fix support and engage our support experts, who collaborate with you to help you accomplish your IT support management goals

Less ⟵ Critical environments ⟶ More

Service	Base	Premium support services
Hardware maintenance 24x7 same-day (SD) onsite	✓	✓
Software maintenance Remote voice support or support line 24x7 response (Severity 1)	✓	✓
Priority response times – Direct access to a dedicated team of product support specialists – Live response or within 30 minutes 24x7 for reported Severity 1 issues and standard response for Severity 2, 3 and 4 – Enhanced resolution by dedicated team to resolve issue or manage the issue to resolution on your behalf		✓ ✓ ✓
Personalized client care with an assigned Technology Account manager (TAM) – Welcome call – Account profile – Technical support plan – Service review – Problem management hardware and software reports – Coordination of proactive services		✓ ✓ ✓ ✓ ✓ ✓
Performance management for your environment – Microcode analysis – Performance management for IBM Power Systems – Alerts (Power Systems)		✓ ✓ ✓

You can count on
IBM Technology Lifecycle
Services to keep your
mission-critical systems
running smoohtly 24x7

Enhance high availability with microcode analysis
Enhance high availability with microcode analysis Microcode analysis support services from IBM help protect your IT environment with preventive analysis and proactive scheduled updates. Our experienced service representatives can analyze your IBM Power and IBM Storage systems to identify and update microcode versions during planned preventative maintenance, helping you to reduce unplanned downtime.

Get effective, premium support delivered by TAM
Located worldwide, IBM professionals bring deep product knowledge of IBM Power Systems and IBM Storage hardware and software. They're well-equipped with problem management and client relationship skills and interlocked with your assigned Technical Account Manager (TAM). Through the use of proprietary analytical tools, our specialists can also provide proactive planning, advice and guidance to help you optimize system performance and reduce downtime.

Conclusion
Premium support services for IBM Power Systems and IBM Storage offers service tiers so that you can choose the most appropriate level of support based on your system requirements. With IBM as the single source of support from reporting to resolution, clients can dramatically optimize system availability, reduce costs and unburden their staff to focus on business priorities.

Why IBM Technology Lifecycle Services?
With enhanced service tiers that provide around-the-clock hardware and software support services, IBM is well- positioned to be your single vendor, delivering an end-to-end enterprise solution for your IBM Power Systems and IBM Storage products. The foundation of our services is a virtually unparalleled technical support infrastructure with a global footprint that extends to over 130 countries. Our worldwide call and problem management system processes thousands of transactions daily, as does our robust parts delivery system, which features hundreds of stock locations. Finally, we bring our advanced and IBM-patented tools, as well as time-tested processes, designed by knowledgeable, experienced technical professionals, including IBM product engineers, to efficiently support your availability needs.

For more information
To learn more about Premium support services for IBM Power Systems and IBM Storage, please contact your IBM representative or Business Partner®, reach out directly to an IBM TLS expert, or visit ibm.com/services/systems-support.

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