

# Technology Support Services

Single-source technology support services from IBM® can help keep your systems operating at peak performance.

Increase availability while simplifying IT support management for your IBM and multi-vendor hardware and software environment.



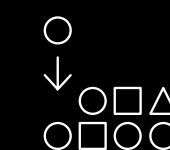


# TSS Innovative Capabilities

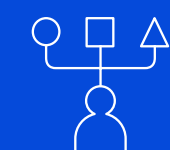
IBM support comes with new and innovative capabilities that can help you make better decisions, improve performance, and transform the customer experience.



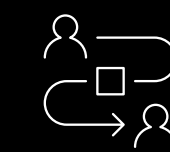
## Problem avoidance



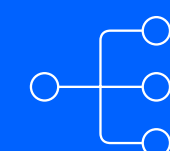
Predictive analytics



## Self serve



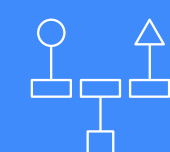
IBM Services platform with Watson



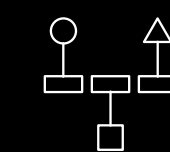
## Automated support



Cognitive Watson



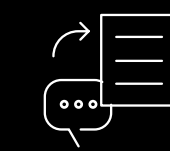
## Increased efficiency



Automation



## Continuous improvement



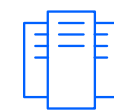
Clients insights portal

[Discover more](#)



# Hardware Support Services

You can gain the right support for the hardware assets within your infrastructure and leverage single-call accountability for both IBM and non-IBM hardware support.



## Base Hardware Support

IBM Technology Support Services provides *flexible* and *cost-efficient* warranty, post-warranty maintenance and support services that help keep your critical business systems running, with highly trained technical specialists, proprietary Electronic Service Agent™ and world-wide parts system.



## Hardware Service Extension Offering

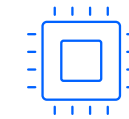
There are many reasons why you might need to keep end of support machines operating in your IT environment—purchasing delays, development and test cycles, lagging migration projects. IBM Technology Support Services offers a continued service support extension agreement so you can protect your current hardware investment while planning your budget more easily. For more information, refer to pg 5, Enhanced Software Support Options.

Learn more about IBM Hardware Support Services



## Warranty & Maintenance Upgrade Options

Enhance the level of support offered under base maintenance and warranty with extended coverage hours, on-site parts replacement and higher level of target response time.



## Media Retention Option

This offering allows you to protect your data by retaining failed flash memory, SSD or hard drives instead of re-turning them to IBM as used returnable parts or purchasing them at retail prices. With media retention you ensure that you keep control of your sensitive data and ensure that it is protected.



## Media Destruction Services

This solution allows you to protect your data by retaining failed flash memory and hard drives and then using a trusted and secure process to destroy the devices. Media destruction offers you the security of knowing any device that can contain sensitive data has been securely collected and destroyed.



## Microcode Support Options

Downtime due to microcode that is out-of-date or incompatible with other devices and adapters can result in an extended unplanned outage. This offering provides preventive microcode maintenance, with a microcode update option available.



## Complementary Maintenance Services (CMS)

CMS enables maintenance and warranty

customers to procure Customer Asset Services and Maintenance Support Services under their IBM Customer Agreement.



**Customer Asset Services** are designed for performing simple hardware moves, changes, installs, upgrades, cabling installation/removal or restoration of workstation software images following a hardware repair.



**Maintenance Support Services** are intended to assist your technical staff with account and system management tasks or perform tasks where you may not have the skills or resources available to perform.



## Hardware maintenance for non-IBM products

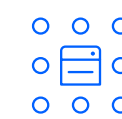
You can improve availability and reduce costs through more efficient contract management. You benefit from a variety of on-site maintenance options, with service response objectives designed to fit your business needs: 5x9, next business day or 24x7, four-hour or two-hour response—for the following products: *SUN®*, *HP®*, *Dell®*, *Lenovo®*, *EMC®*, *Hitachi®*, *Cisco®*, *Symbol®*, *Juniper®*, *Brocade®*, *Netapp®*.

Learn more about Multi-Vendor IT Support Services from IBM



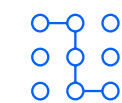
# Software Support Services

Software Support Services provides a wealth of options, leading the industry in Microsoft, Linux, and operating system support for IBM Power Systems™, System z®, x86 and IBM System Storage®.



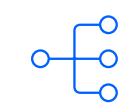
## Base Software Support

You can get reactive support coverage when you report an issue. Support can include software (SW) defect resolution, usage, installation, configuration, compatibility and interoperability questions, database searches, program version and release updates. Enhanced/Proactive Support Options are also available.



## Software Maintenance (SWMA) for Power Systems and IBM System Storage software products:

remote technical support and subscription for current software versions and releases, including installation, usage and defect assistance. *9x5 with 24x7 for Severity 1; 24x7 uplift available for AIX and IBM i products.*



**Software Service Extensions:** extended support coverage for end-of-support software versions, for up to two or three years, to allow time to plan upgrades or next steps.



**SoftwareExcel enterprise edition & managed SoftwareExcel enterprise edition for z Systems:** voice and electronic access to usage questions, proactive problem prevention and management, rapid problem resolution, monthly reports and access to a robust integrated suite of tools. A technical account manager can be added to provide further support.



## Support Line for IBM System Storage, Microsoft® Windows®, & VMWare®:

remote technical software assistance for basic defect, installation and usage for non-IBM operating systems, Microsoft Applications and VMWare, and usage support on external Storage Systems with non-proprietary software.

[Learn more about IBM Software Support](#)



## Support Line for Linux® and Support Line for Open Source Software:

provides remote technical support for both commercially available Linux distributions (Red Hat, SUSE, & Ubuntu) and the most widely utilized Community Open Source Support products.

[Learn more about IBM Open Source Support Services](#)



# Enhanced Software Support Options

All IBM products have a Base level of service available, offering problem resolution and, in some cases, answers to product usage questions.

Enhanced services are designed to improve product resiliency/reliability and reduce the operational costs associated with managing and maintaining increasingly complex and integrated IT environments.

## **Premier Care/Proactive Support**

Proactive + Base Software & Hardware Support

### **Managed support**

- pre-positioned & maintained knowledge/awareness of client environment within IBM support;
- quarterly status calls;
- monthly service activity reports.

### **Proactive assistance with problem prevention**

- tailored expert advice on latest maintenance/usage;
- emergency notification of critical maintenance details access to the proactive Analytical tool suite (TSA, ProWeb, SI).

### **Enhanced problem resolution**

- single point of entry for all HW/SW problem reporting;
- direct access code (DAC) to a dedicated technical team (primarily US based);
- potential for live or less than 30-minute response, 24x7;
- proactive team monitors HW problems not reported to IBM using the DAC or routed to field SSRs for resolution and engages/escalates as needed.

### **Customization**

Extensive range of defined options available. Examples include more frequent status calls/reports, onsite reviews, faster maximum prime shift response (15 min.), US Citizen (AIX / IBM i and Storage only), and ESO / TA for Storage.

Watch next [video](#) and find out more details about Premiere, Enhanced and Basic support.

## **Enhanced Care/Account Advocate (AA)**

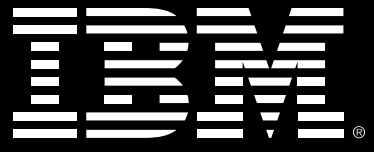
AA + Base Software & Hardware Support

- ideal approach for explaining service options for products that have already been installed;
- a limited version of Enhanced Problem Resolution;
- focus on SW & HW problems reported directly to the Account Advocate team using the assigned DAC;
- a dedicated team of product support specialists located outside the US. Problems that cannot be resolved directly by the AA team are routed to hardware support for resolution. The AA team will aid with coordination and management with Sev. 1 hardware only.

**For more information on IBM Technology Support Services, please contact your IBM Representative or click a button below:**

IBM System Storage Hardware and Software Support Services

Support for IBM System i, p, x and Blade Technology



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