IBM **Services**

IBM Hardware Maintenance Services

Comprehensive, flexible proactive support from IBM

IBM

There is a vast difference between reactive break/fix support and the benefits provided by a proactive, preventative and cognitive support offered by IBM® via an IBM Hardware Maintenance Agreement (HWMA) to protect your hardware investment.

Hardware is the foundation of your IT infrastructure. You depend on servers, system storage and peripherals every day to maintain your critical business applications and functions. Unfortunately, they can also be a potential point of failure, leaving your organisation vulnerable to unexpected downtime, increased costs and possible revenue loss.

Reactive support begins after a failure or performance issue has been reported; however, proactive, preventative and cognitive support monitors your IT infrastructure, working to prevent any impact to up time and performance and resolving issues before they occur.

Cognitive support enables our clients and support personnel to quickly locate critical information related to your systems and provide answers to urgent questions by utilising the best and newest cognitive technologies developed by IBM.

IBM Hardware Maintenance Services provides 24x7 remote service and monitoring with the ability to quickly engage on-call engineers for onsite support and to collaborate with hardware and software specialists from around the globe to identify and resolve complex problems.

IBM Hardware Maintenance Services provides customisable and flexible hardware support services for your IBM hardware by delivering timely problem resolution through a single point of contact (SPoC). With proactive maintenance and IBM Watson cognitive technology, we can stop incidents before they occur.

IBM Hardware maintenance features

– Base level support: 24x7 same-day response for hardware maintenance (Response time may vary by country)
– Proprietary support tools, such as Electronic Service Agent (ESA), provide:

  – Monitoring tools that proactively report hardware events
  – Electronic support infrastructure that provides problem determination to quickly troubleshoot hardware and software problems automatically
  – Transmission of technical details to the appropriate field or remote support engineer. This includes extended error information, such as error logs, system snapshots and threshold indicators that monitor the internal environment of the machine
  – Access to enhanced diagnostic, support and logistic information. IBM continually updates our internal knowledge databases to enhance repair procedures and diagnostics, so that most problems are resolved remotely. In the event that a technician goes onsite, they will have access to parts IBM has determined are most likely to fix the problem. Due to IBM's technology and support tools, clients can schedule most of these repairs during their planned change control windows, thereby limiting impact to clients and business operations
  – High-availability reports.

– Cognitive support through Virtual Agent, IBM Watsonand Agent Assist that allows interaction through a web portal to quickly resolve problems
– Predictive maintenance, including My Notifications and technical notes, to minimise downtime
– Onsite worldwide comprehensive training database to ensure the right skills are dispatched
– Access to machine code updates for IBM machines at no additional charge
– Enhanced service level options to meet your specific requirements
– User groups where information and ideas can be exchanged

– Q&A and How-To Support for insight and information on how to maximise the use of your assets and incorporate new technology into your environment.

What you may not know about IBM's extensive support infrastructure

There is more to our hardware support services than you might realise. With IBM Support you get:

– All year round support provided by IBM Hardware and Software Remote Technical Support Centres
– Onsite technical support provided by 19,000 technicians trained by IBM worldwide
– Customised and enhanced service level options available
– Provision for firmware updates
– Access to 535 IBM part logistic centres worldwide
– Proprietary support tools and technical knowledge databases
– Service of non-IBM products
– Engineering support
– Optional support add-on's
– Mobile messaging
– Life cycle support options.

Benefits of IBM Hardware Maintenance Services

Our support services help you maximise your hardware investment, driving benefits across IT and the business:

– Prevent issues before they occur with proactive and predictive maintenance
– Enhance IT availability with a virtually unmatched global infrastructure
– Reduce business risk with services from a forward-thinking industry innovator
– Get support tailored to your unique needs with extensive, flexible and customisable service options
– Reduce complexity with a single point of contact for support
– Boost productivity by increasing output through IBM integrated, proactive support and flexible delivery choices, such as onsite or remote assistance.

What sets our support service apart from the rest?

Service quality and value

– With more than 100 years of experience supporting our clients' technology, we've seen just about every type of IT issue
– We can resolve 75 percent of software issues remotely and have first-call hardware success rates of 94 percent.

Innovative capabilities

– Our IBM Watson cognitive technology helps analyse and resolve issues
– Our service contracts can give you direct access to IBM laboratories and the latest tools and technologies
– Our automated tools can enhance the availability of your warranty or maintenance agreements by improving hardware error reporting and support.

Forward thinking. Global reach.

– We have 12 global research labs and 114 hardware and software development laboratories
– We offer support in 181 countries covering more than 165 languages.

IBM services levels

IBM offers a variety of service levels designed to meet your uptime service needs. Learn more about our Hardware Warranty Service Upgrade.

Find out for yourself why IBM is the right choice

Learn more about why you should choose IBM Hardware Maintenance Services: IDC ranks IBM as a leader in worldwide support services.

Talk with us →   Learn more →