Integrated support services for IBM Power Systems and IBM Storage

Support high availability with integrated hardware and software services in tiered options

Highlights

- Helps optimize your support model with tiered service options

- Facilitates reduced downtime and optimized performance with integrated hardware and software support services delivered through a global support infrastructure

- Supports more effective, proactive support by skilled IBM resources with deep product knowledge

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. While your in-house resources 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 also may want a more complete solution with the ability to choose your optimal support model when purchasing the products.

IBM Integrated Support Services for select IBM Power Systems and IBM Storage products can offer a premium level of support not covered by the product's warranty. Available early in the configuration process, our tiered service options let you choose the right level of support for your systems to help prevent problems and resolve issues more quickly. Our solution provides around-the-clock integrated hardware and software services, including reactive and proactive services, backed by our global support infrastructure, product expertise and proprietary analytics tools.
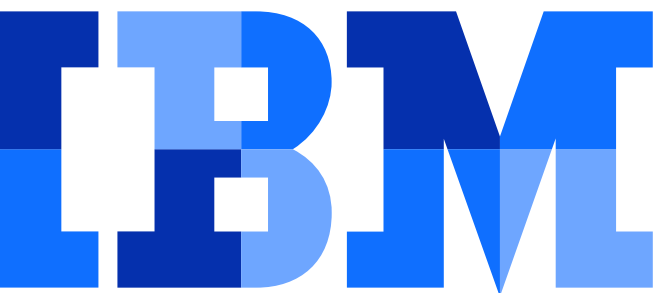
Optimize your support model with tiered service options

With IBM Integrated Support Services, you can simplify your support strategy and your procurement process by choosing your required level of support from one of our tiered service options:

Basic care services: Provide the base level of hardware and software support for all of your devices

Premium care services: Expand the level of support provided by basic care by adding proactive support services that are designed to help prevent outages

For more details on each service tier, see Figure 1.

Note: Hardware maintenance and software maintenance or Support Line (as applicable) remain available as stand-alone offerings.
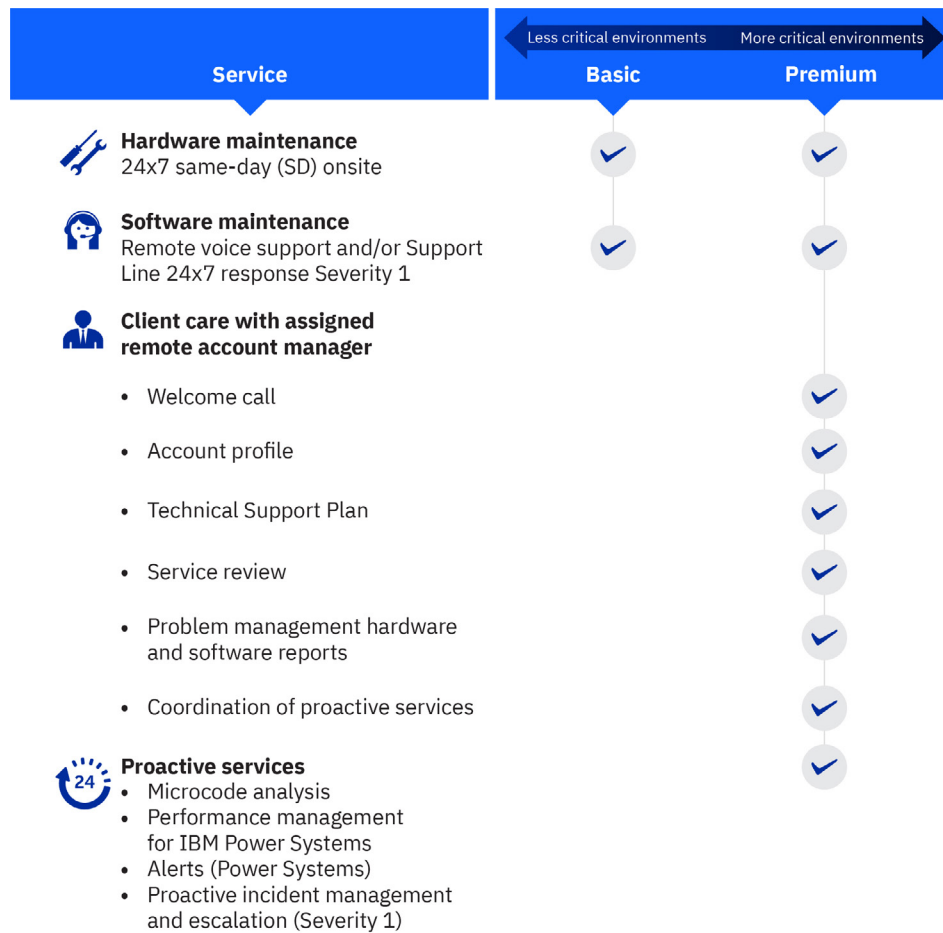
Service	Basic	Premium
Hardware maintenance 24x7 same-day (SD) onsite	✔	✔
Software maintenance Remote voice support and/or Support Line 24x7 response Severity 1	✔	✔
Client care with assigned remote account manager		
• Welcome call		✔
• Account profile		✔
• Technical Support Plan		✔
• Service review		✔
• Problem management hardware and software reports		✔
• Coordination of proactive services		✔
Proactive services • Microcode analysis • Performance management for IBM Power Systems • Alerts (Power Systems) • Proactive incident management and escalation (Severity 1)		✔

Less critical environments → More critical environments

Figure 1. IBM Integrated Support Services offers service tiers so that you can choose the most appropriate level of support based on your system requirements.

Reduce downtime with integrated support

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 remote account manager 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 can provide more consistent services regardless of your location in the world.

Get effective, proactive support delivered by IBM specialists

IBM professionals located worldwide bring deep product knowledge of IBM Power Systems and IBM Storage hardware and software. They are well equipped with problem management and client relationship skills and are interlocked with your assigned remote account manager. Through use of proprietary analytical tools, our specialists also provide proactive planning, advice and guidance to help you optimize system performance and reduce downtime.

Why IBM?

With enhanced service tiers that provide around-the-clock integrated hardware and software support services, IBM is well positioned to be your single vendor, delivering an enterprise end-to-end 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 and support in more than 120 languages. 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, so that we can support your availability needs more efficiently.

For more information

Please contact an IBM representative or visit our website to learn more.