

IBM Support Insights

Frequently asked Questions

Q: What is IBM Support Insights?

A: IBM Support Insights is a cloud-based service that acts as a single pane of glass, which unifies the support experience across IBM and multivendor infrastructure, designed to help IT teams manage inventory, proactively improve uptime, and address security vulnerabilities with analytics-driven insights and preventive maintenance recommendations.

Q: What is IBM Support Insight Pro?

A: IBM Support Insights Pro is an enhanced version of IBM Support Insights, taking data center support strategy and infrastructure planning to the next level. It expands and strengthens the scope of security risk coverage to include community open source, provides prioritized actions by vendor and product family to speed IT lifecycle decision-making, and further improves reliability with extended case history and analysis to better learn from previous support issues.

See all new features in the [What's new](#) section of the IBM Support Insights documentation and a detailed list of improvements and known issues in the [Release notes](#).

Q: What are the key benefits I can expect from using IBM Support Insights?

A: Forrester reported a reduction of up to 21% in hardware support time and up to 25% in maintenance and support spending with IBM multivendor support.¹

Specifically, IBM Support Insights is designed to provide you with the ability to:

- Spend less time searching disparate vendor data sources and address problems before they happen with personalized, relevant insights
- Better manage your IT infrastructure through a single, unified view
- Identify and close security vulnerabilities with insights and recommendations for your assets
- Maintain support continuity with customizable, proactive alerts for expiring and expired support contracts
- Avoid service disruptions and optimize IT availability with product-level recommendations for down-level systems, devices, and software
- Better manage your support experience and identify trends with support case metrics

¹ [The Total Economic Impact™ Of IBM Hybrid IT Support, a commissioned study conducted by Forrester Consulting on behalf of IBM, January 2023](#)

Q: What are the key benefits I can expect from using IBM Support Insights Pro?

A: IBM Support Insights Pro, can help you enhance your security CVE stance, make smarter OS upgrades and infrastructure decisions, and increase the resilience/reliability of your IT system.

- IBM Support Insights Pro can assist with identifying costly security vulnerabilities and assessing business impact, even when few resources are available. Security Asset Analysis (Pro) offers prioritized CVE risk analysis for OS and community open-source software* (New Cisco, AIX, community open-source*) to aid in enhancing security posture and patching decisions.
- Since aging hardware can cause performance and compatibility issues, leading to service degradation and outages, Hardware Lifecycle Asset Analysis (Pro) can help you better manage your infrastructure by prioritizing end-of-life risks by product family (Cisco, IBM Power new and Storage).
- It's difficult to isolate case activity patterns to improve reliability. Case Analysis helps simplify reliability improvements by providing a full support case history analysis to help identify potential issues with assets, products, and locations (IBM Power, Storage, Z, Cisco, and other OEM systems)

For more details see [IBM Support Insights Documentation](#)

Q: Why do I need IBM Support Insights Pro?

A: IBM Support Insights Pro offers a substantial benefit to clients that are sensitive to vulnerabilities and risks of downtime and security breaches. In addition to standard capabilities, IBM Support Insights Pro offers additional value with a subscription providing prioritized security and lifecycle insights, recommended OS and firmware levels and extended case history and analysis. These features enable clients to better understand the impact of their IT lifecycle, optimize security and performance, and reduce infrastructure planning time. IBM and non-IBM systems are supported alongside products and systems from the following original equipment manufacturers (OEMs).

IBM Support Insights Pro is designed to help:

- Improve security CVE position.
- Reduce OS upgrade and infrastructure planning time.
- Improve infrastructure reliability.

Q: How much does Support Insights cost?

A: IBM Support Insights Standard subscription is available at no additional cost with an active IBM support or maintenance agreement including, but not limited to hardware warranty, hardware maintenance, software maintenance, Integrated Multivendor Support, or Managed Maintenance Solution.

IBM Support Insights Pro subscription is available for an additional fee and provides enhanced capabilities.

IBM recommends data collectors and connectors to maximize insights and capabilities.

For more information contact your IBM sales representative or Business Partner, or [book a meeting](#)

Q: What can I do with the IBM Support Insights Standard subscription?

A: IBM Support Insights Standard is designed to:

- Spend less time searching disparate vendor data sources, and address potential problems before they happen with personalized, relevant insights.
- Reduce complexity, improve clarity and visibility, and eliminate scripts and spreadsheets to better manage your IT infrastructure through a single, unified view.
- Identify and close network security vulnerabilities with insights and recommendations for your devices.

- Maintain support continuity with customizable, proactive alerts for expiring and expired support contracts.
- Avoid service disruptions and optimize IT availability with product-level recommendations for hardware, firmware, and operating systems.
- Better organize your teams, track your progress, and identify trends across support cases.

Q: What can I do with the IBM Support insights Pro subscription?

A: IBM Support Insights Pro includes all capabilities from the Standard version, and is also designed to:

Asset analysis:

- Security:
 - Compare the security position of current vs. recommended versions, with correlation to other risks.
 - Save time on software patching and upgrade decisions with simple and prioritized identification of assets and product families.
- Hardware lifecycle:
 - Mitigate infrastructure downtime risk and maintain support coverage by identifying where extended support or hardware replacements are required.
 - Save time with improved infrastructure planning for EOS assets.
 - Maximize IT infrastructure ROI.

Case Analysis:

- Make better decisions on support actions with expanded case history.
- Understand and improve support performance with case activity trends.

To view the full capabilities comparison, click [here](#)

Q: What vendors does IBM Support Insights support?

A: IBM Support Insights has flexible connectors that can discover IBM and non-IBM vendor assets, such as Oracle, HP, Cisco, Dell, Fujitsu, Lenovo, NetApp, EMC, Juniper, Brocade, QLogic, F5, Fortinet, Avaya, Check Point, Palo Alto, Red Hat, ubuntu, CentOS, VMWare, Suse, and Symantec.

Some advanced capabilities are available to specific vendor products.

Q: What does IBM Support Insights need so I can start getting insights and recommendations for my IT infrastructure?

A: With an active IBM support or maintenance agreement, IBM Support Insights offers flexible options to get started. See the [Getting started](#) section of the documentation for more details.

Q: Will my data be secured?

A: Yes, data that is transmitted and stored in the IBM Cloud and data centers is secured both in transit and at rest. For example, TSA uses the same proven encrypted https connectivity to IBM widely used for IBM machine “Call Home” support. Our data security uses encryption that complies with IBM corporate security guidelines including General Data Protection Regulation (GDPR) and other industry standards. _

Detailed technical information about how customer data is secured is available in the following collector-specific documentation:

- [IBM® Technical Support Appliance Connectivity Security White Paper](#)
- [Security Architecture of the CSPC System](#)
- [Security and Privacy of NetApp Telemetry Data](#)

Note: IBM Support Insights and its subcomponents do not use log4j and are not impacted by the log4j vulnerability ([CVD-2021-4428](#)). This includes the web application, Technical Support Appliance (TSA) and CMDB Connector.

Q: What type of data is collected?

A: IBM Support Insights will never access your business data. IBM Support Insights only collects and uses information required to provide you the ability to manage your inventory and access insights and recommendations to improve your support. Typically, this data will include:

- Name, manufacturer, IP address, model, OS version & level, and type of assets
- Inventory and configuration data for a system’s resources such as cards, adapters, modules, disks, etc. with their serial numbers and microcode levels
- Performance metrics
- Customer information used to associate inventory data with a specific client (only used by designated IBM service personnel)

Q: Who can access my data?

A: Access to data that is collected is strictly limited to:

- The person in your organization who serves as primary contact for the IBM Support Insights application
- The administrators and users in your organization who are authorized to access the application
- IBM and its partners that are responsible for the day-to-day operations and maintenance of the application and accompanying backend services
- IBM personnel that provide support services to your organization

Q: Can I try IBM Support Insights without installing a data collector?

A: Yes! Simply register [here](#) with an IBMid to access an interactive demo that will show you the features, functions, and capabilities of the IBM Support Insights platform using sample client data. If you don't have an IBMid, one will be created for you. You may also use the IBM contracted inventory option outlined in the [Getting started](#) section of the documentation.

Q: How do I access IBM Support Insights if I'm already registered?

A: You can access IBM Support Insights at supportinsights.ibm.com. See the [Getting started](#) section of the documentation for more details.

Q: Where can I learn more about IBM Support Insights?

A: Learn more by:

1. Checking out the [IBM Support Insights website](#) (including the latest version of this FAQ)
2. Reviewing the [IBM Support Insights documentation](#) and [Solution Brief](#)
3. Registering [here](#) to try out the interactive demo
4. Asking your local IBM sales or account representative

If you have any feedback, questions, or suggestions to help us further shape and improve your experience, please send us an e-mail at ibmsi@us.ibm.com.