

IBM Expert Care

A simplified, flexible and standard support approach to optimize availability and reduce costs

■ Highlights

Choose the right support level and duration for business needs

Leverage enhanced service levels and predictive analytics

Protect mission-critical systems with remote code load, Technical Account Manager, and enhanced response times

Maintaining uptime is critical to your enterprise

Unplanned downtime can have significant impacts on your business. In addition to direct loss of revenues, unplanned downtime may lead to the damage of reputation, customer loyalty and more. Clients need to be confident that support for your IBM® Systems facilitates high availability while optimizing system performance. When it comes to system maintenance, you also want to procure critical services as easily as possible. They need a simplified, proactive approach to support to safeguard against possible outages which could create downtime and can free your IT staff for more strategic business goals.

IBM Expert Care offers you an alternative way of attaching services and support at the time the product is purchased. Some systems are more critical than others and choosing more proactive support options can help clients maintain higher availability as well as reduce deployment and operating risks of their mission-critical systems. In addition, this approach to support services helps provide more predictable maintenance costs.

Choose the right support level and duration for business needs

Expert Care is a modular approach that allows clients to choose the duration, service response times, and options that are most important to support their IBM Systems. Expert Care may have up to three tiers to choose from, depending on the system – Basic, Advanced, and Premium. This enables clients to select the appropriate support tier which best meets the needs of the business.

Basic tier enables clients to choose the number of years of support required. In addition, Basic provides an upgrade to the service delivery method from IBM Onsite Limited to IBM Onsite repair. Other terms and conditions of the warranty apply.

Advanced tier offers 1-5 years of coverage with IBM on-site repair with 24x7 response from IBM Remote Technical Support representatives and predictive capabilities. Premium tier provides additional enhanced response times, remote code load, and a Technical Account Manager.

Software maintenance or the Storage Support Line is required for the same number of years as the Expert Care engagement.¹

Warranty and Expert Care terms and conditions are adapted to the product and may differ from one product to another. Clients should refer to the specific terms and conditions for the product they are purchasing.



Enhanced Service Levels

In the Advanced tier, clients benefit from an enhanced service level (24x7) and enhanced service type (IBM onsite repair). In the Premium tier, clients benefit from enhanced 30-minute response time for Severity 1 and 2 issues. This ensures that calls will be prioritized in the queue for faster diagnosis and immediate repair action.

Predictive support analytics

Advanced tier clients benefit from predictive analytics. Predictive analytics are provided with Support Insights, Storage Insights and/or Call Home Connect Cloud. They deliver preventive maintenance insights such as security and maintenance coverage alerts to help identify product lifecycle exposures specific to IT systems, prevent outages across hybrid IT environments, and mitigate denials of support on expired contracts.

Remote Code Load

Remote code load provides remote firmware and/or microcode updates by an IBM technician, one or two times a year.

IBM Expert Care Technical Account Manager (TAM)

The TAM is dedicated support from a highly specialized technical expert on the platform who can provide significant value to a client's organization. The TAM reviews the entire IT environment and is the client focal for any issue, focusing on proactive actions to prevent issues from happening and on problem resolution. With recommended proactive measures, IBM can help clients mitigate unplanned downtime and maintain high reliability and availability of their systems. TAMs are different from traditional technical support specialists in that they develop long-term relationships with clients and are their organization's advocates. Moreover, they have direct collaboration with IBM product development and engineering labs and can deliver enhanced services.

Services	Basic	Advanced	Premium
IBM Software Maintenance or Support Line for Storage	✓	✓	✓
IBM Hardware Maintenance: 9x5 next-business-day onsite repair	✓	-	-
IBM Hardware Maintenance with enhanced service levels: 24x7 same-day onsite repair	-	✓	✓
Predictive support analytics for Storage	-	✓	✓
Predictive support analytics for Power and LinuxONE	✓	✓	✓
Dedicated support from a Technical Account Manager (TAM)	-	-	✓
Enhanced 30-minute response time for Severity 1 and 2 issues	-	-	✓
Remote code loads (once or twice yearly)	-	-	✓

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

The Expert Care TAM follows a six-step plan for client success



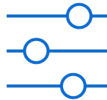
Quick start

Ensures that Call Home and remote support functions are enabled. Hosts a Welcome Call to share the technical support plan.



Focal point

Acts as client's key interface dedicated to them as a focal point into IBM support for all issues and a fast path to receiving priority for all Severity 1 and 2 cases.



Code currency

Works with clients to develop proactive code roadmap recommendations that best suit their requirements while providing the highest level of availability and reducing risks.



Critical issue prevention

Proactively contacts clients in an event the IBM lab identifies an issue that may affect their operations. Provides relevant information about the risk, and more importantly, what actions to take to protect systems.



Knowledge sharing

Shares best practices from years of experience and deep technical skills related to installed IBM products, all custom-tailored to your environment.



Ultimate client advocate

Builds a trusted client relationship by providing monthly activity reports, holding quarterly interlocks with clients, and gaining knowledge of their IT ecosystem.

Conclusion

IBM Expert Care is a service approach that integrates and prepackages hardware and software support services into a tiered support model. It is designed to standardize support for IBM Systems, delivering a simplified proposal. Expert Care can help provide more predictable maintenance costs and facilitates reduced deployment and operating risks. 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 Technology Lifecycle Services?

IBM Technology Lifecycle Services professionals have deep expertise in the technology industry. Our experts support over 19,000 IBM and other original equipment manufacturer hardware and software products. IBM's worldwide reach allows us to deliver a holistic set of hardware and software support services that help identify dependencies across the IT portfolio. IBM's demonstrated history of service, technical support and reliability, combined with access to IBM product development and engineering labs, helps provide efficient advice and problem-solving. Clients can count on IBM Technology Lifecycle Services to keep their mission-critical systems running smoothly 24x7.

For more information

To learn more about IBM Expert Care, please contact your IBM representative or Business Partner®, reach out directly to an [IBM TLS expert](#), or visit ibm.com/services/systems-support.

© Copyright IBM Corporation 2023

IBM Corporation
New Orchard Road
Armonk, NY 10504

Produced in the
United States of America
August 2023

IBM, the IBM logo are trademarks or registered trademarks of International Business Machines Corporation, in the United States and/or other countries. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on ibm.com/trademark.

This document is current as of the initial date of publication and may be changed by IBM at any time. Not all offerings are available in every country in which IBM operates.

THE INFORMATION IN THIS DOCUMENT IS PROVIDED "AS IS" WITHOUT ANY WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND ANY WARRANTY OR CONDITION OF NON-INFRINGEMENT.

IBM products are warranted according to the terms and conditions of the agreements under which they are provided.

¹ The IBM Support Line for Storage is included in IBM Expert Care. Software Maintenance is a pre-requisite and must be purchased separately for IBM Expert Care for Power.

