IBM IT Infrastructure

Support and Services Guide

September 2022

Welcome to IBM

As your IT solutions provider, our mission is to provide best-in-class infrastructure lifecycle support and services anchored in IBM Systems extending to enterprise networking

The purpose of this guide is to help you:

- Understand how IBM can support and service your IT infrastructure through its end-to-end lifecycle journey
- Discover our technology services available to help you plan, deploy, support, optimize and when ready to help you refresh your IT infrastructure
- Stay informed about latest news regarding our support strategy, offerings and tools

IBM is an award-winning IT Services provider dedicated to delivering an exceptional client experience

Global and local support services available for over 77,000 clients for 24/7/365 coverage

Skilled personnel providing support and service for 43 languages in over 130 countries

Teams with deep industry expertise, remote and field services cover over 1500 technical as well as professional certifications and credentials

IDC MarketScape names IBM as a “Leader” in Support Services*

* IDC MarketScape: Worldwide Support Services 2022 Vendor Assessment

We have **deep technical expertise, proven methodologies, best practices** to help you with your infrastructure challenges

6 million+ client engagements annually

****World-class provider dedicated to delivering an exceptional client experience***

2022 Stevie Awards for Customer Service

A wide range of technology lifecycle services for IBM Power®, IBM Storage, IBM zSystems®, IBM LinuxONE and networking

Advisory services to plan, deploy and maintain your IT infrastructure strategy for hybrid cloud, virtualization, security, data and AI, cyber resiliency, IT automation

* As measured by our Net Promoter Scores

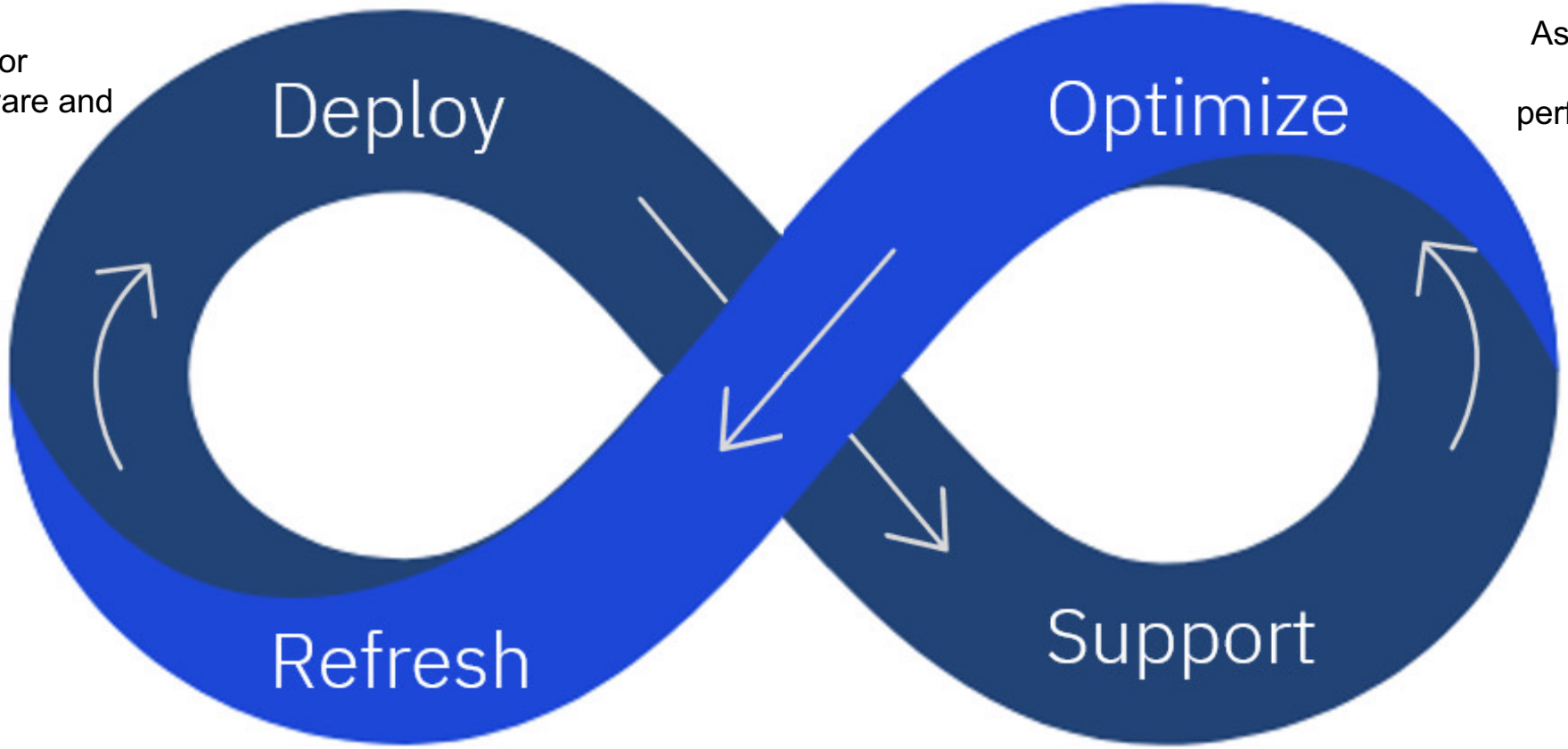
Let us help you with your **Hybrid Cloud and Enterprise IT** data center infrastructure journey now and into the future

Preparation, Installation, Configuration

Implementation and configuration skills for infrastructure hardware and software

Monitoring, Automation, Security, Performance

Assistance in operating and optimizing infrastructure performance, availability and resilience

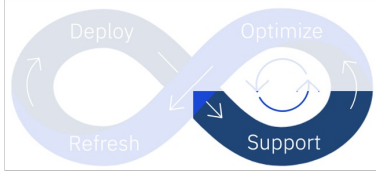


Planning, Migration, Disposal

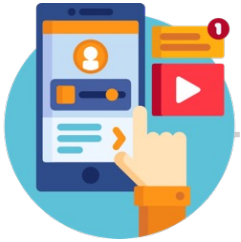
Planning, executing and migrating infrastructure for hardware refreshes, capacity increases and software upgrades

Repairs, Firmware / Software Updates, Tools

Existing maintenance and premium support for infrastructure hardware and software



We provide simple, multi-channel **infrastructure lifecycle support** for IBM Systems and enterprise networking



Search

Easily locate technical support information through free form search

more

Product and Support Docs

Access to knowledge content provided by product experts and Support Engineers

more

Chatbots

Digital resources being served for self-serve support experience, click on "Chat with Support"

more

Live Agent Chat

Seamlessly transition from electronic access to live responses from Support Engineers

more

Support Case

Resolve a complex issue with help from experts

more

Remote Code Load

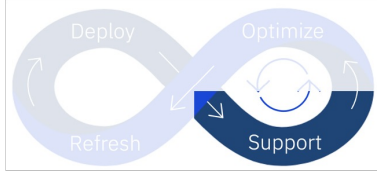
Code updates to be performed by Remote Support Engineers

more

According to Forrester, IBM's proprietary asset management and support portal enable clients to reduce the time they spent on hardware support tasks by 22%*

* Forrester: The Total Economic Impact of IBM Hybrid IT Support, Jan 2021

We help you prevent unplanned downtime, proactively detect problems, and resolve issues faster with our free of charge **digital tools**



Product Call Home

Call Home* constantly monitors product health and risk, with the intent to avoid problems, and when unavoidable, proactively resolve them rapidly.

How to enable Call Home

Call Home Connect Cloud

Call Home Connect Cloud is a tool designed to provide a better way for you to manage your IBM Systems products, including monitoring status, health indicators, etc.

Learn more

Preventive insights & analytics

Nothing for you to maintain always up to date

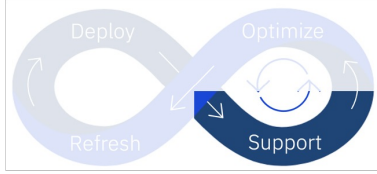
Delivered securely from the **IBM Cloud**

Simplify IT support operations with preventive maintenance insights and analytics.

Try IBM Support Insights
Try IBM Storage Insights

* Call Home must be activated by the client

Engaging with **IBM Support** is as easy as 1-2-3.



Set up IBM Support

The IBM Support site is your place for getting help with your products and services.

Getting Started

Search for Answers

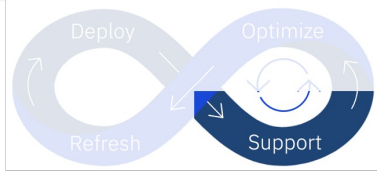
Intuitive self-service, curated, high-quality documentation about IBM products and services.

Searching IBM Support

Contact IBM Support

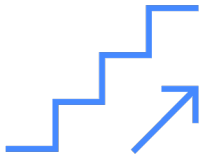
Simplified experience, multi-channel access:

- Chatbot
- Live-Agent Chat
- Opening a Support Case



IBM Expert Care

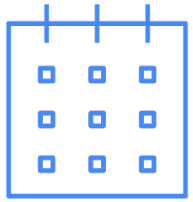
Choose the right **support level and duration** for your business needs *



Which tier?

Select services tiers at the time of product purchase:

- Basic
- Advanced
- Premium



And for how long?

Select coverage term of 1-5 years

Learn more

*Expert Care options may differ depending on the product – clients should refer to terms and conditions for the specific product

Included with the "**Premium**" Expert Care tier services:

Technical Account Manager

Proactive and personal support from a highly specialized subject matter expert

Enhanced response time

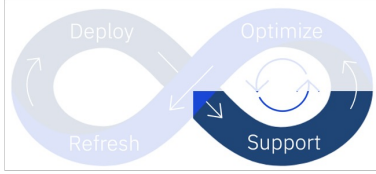
30 minutes initial response for severity 1 and 2

Predictive alerts

A state-of-the-art analytical tool suite which includes predictive alerts (available for select products)

Remote Code Loads

Remote software microcode updates twice per year



IBM Expert Care **Technical Account Manager,** included with Premium, is your single point of contact and will focus on proactive actions to prevent issues

TAM six-step plan for client success

Quick start

Single point of contact

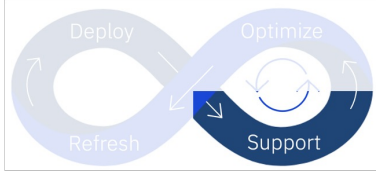
Code currency

Critical issue prevention

Knowledge sharing

Ultimate client advocate

Take the next step to ensure that you have the right support plan. Learn more.

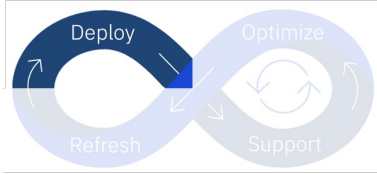


IBM **product lifecycle policies** specify how long support will be available, allowing you to plan your investment and support continuity.

	IBM Power and Storage	IBM Z
Lifecycle and Scope	• Withdrawal from Market to End-of-Support: 5 years	• Visit the IBM Z Hardware lifecycle website for information
	• IBM Hardware Maintenance services that can be tailored to meet your specific needs. Learn More	
End of Support	• Avoid service disruptions and maintain continuity of support beyond EOS date. Subscribe to IBM product announcement letters, including service withdrawals.	
Extension scope	• Support extension contract required. • Covers hardware break fix, excludes Software fixes and security patches. Explore availability and terms.	

Coming soon: IBM Hardware and Software Product Lifecycles will be published on a single site.

Explore our standard and custom services to **Plan and Deploy** your infrastructure



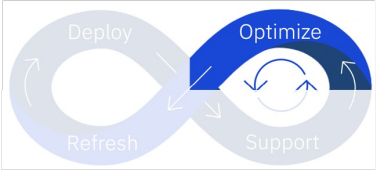
With our infrastructure expertise, we can help you build the foundation for today's Hybrid Cloud and Enterprise IT data centers, while teaching your teams gain new skills.

We apply our deep knowledge and best practices to implement infrastructures to get the most out of Virtualization, Security, Data and AI, Cyber Resiliency, IT Automation.

You have options on how you can purchase our services: standard (Expert Assist) or as a subscription (Expertise Connect).

Explore our Services: Solution Brief

Optimize your infrastructure with custom services



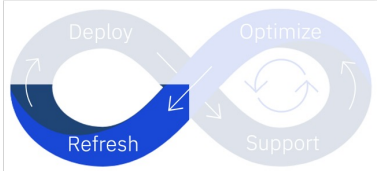
From simple checklists to deep health checks, our experts can help you uncover sub-optimal infrastructure scenarios and help you to fix them.

We can help you get the most out of rich security, data and AI, and hybrid cloud features.

You have options on how you can purchase our services: standard (Expert Assist) or as a subscription (Expertise Connect).

Explore our Services: Solution Brief

As the product lifecycle reaches its end, it's time to **Refresh**



Whether it is a simple upgrade to a new version or a migration to a completely new solution, we can help with capacity planning services, data validation and pre-migration assessments.

You have options on how you can purchase our services: standard (Expert Assist) or as a subscription (Expertise Connect).

Explore our Services: Solution Brief

Our Support and Services Offerings are grouped under four categories:

Expert Care

A simplified, flexible and standardized product support approach to optimize your IT availability and reduce costs -- with Basic, Advanced and Premium options to choose from

Expert Assist

IT Technology Services units generally purchased at time of HW sale, at a discounted price, giving flexibility to address your project needs

Expertise Connect

“Subscription“ Services that establish a long-term relationship with IBM Technology Services, with access to IBM Technology Services Consultants (SME)

Additional Services

Technology Support and Services customized to address your needs such as multivendor support, proactive support, data center migration, moving/re-cabling a server or storage system, adding or decommissioning IT systems etc.

Contact IBM

Stay Informed with IBM IT Infrastructure

Subscribe to My Notifications and bookmark our website today.

Additionally, follow our blog for key updates, as IBM Support continues to transform the end-to-end client experience journey.

For questions on our services, please contact us via IBM Technology Services.

Thank you!

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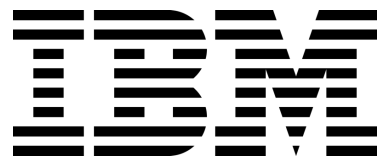
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