IBM® LinuxONE Expert Care

A simplified support approach to optimize availability and reduce cost

Highlights

Choose the right duration for business needs

Receive 24x7 hardware service

Leverage predictive alerts with IBM Call Home technology

Customize your support coverage

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 damage to reputation, customer loyalty and more. IBM® LinuxONE Expert Care Advanced is an IBM offering created to help maintain the resiliency, security, performance, and availability that the LinuxONE architecture was designed to deliver.

IBM® LinuxONE Expert Care offers you an alternative way of attaching services and support at the time of purchase for LinuxONE enterprise-grade Linux® servers and is currently available on the IBM® LinuxONE 3931-LA1, 3932-LA2, and 3932-AGL.

IBM Call Home features and predetermination analysis can help maintain the high availability of your mission-critical IT infrastructure by reducing possible failures before they occur.

Choose the right duration for business needs

IBM Expert Care allows clients to choose the duration, thereby ensuring critical coverage, and predictable maintenance costs throughout the desired term.

IBM® LinuxONE Expert Care Advanced provides 24x7 same day onsite response (after problem determination by remote support), as well as predictive capabilities and firmware fixes/updates (remote or onsite).

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Receive 24x7 hardware service
IBM® LinuxONE comes with a one year warranty for hardware service and parts replacement, with 24x7 same day response (after problem determination by remote support). With IBM® LinuxONE Expert Care Advanced, you can extend this level of coverage for up to 5 years.

You can count on IBM's supply chain, which has around-the-clock service logistics and includes 585 stock locations for parts and 420 parts suppliers to help process more than 10 million shipments and returns annually. We often replace parts prior to their failure, thanks to automated system threshold analysis indicators and historical data collected from similar devices.

Keep firmware up to date with remote or on-site code loads
Code load fixes and updates are necessary to keep your system running at optimal levels. With IBM® LinuxONE Expert Care, you can choose to have your hardware and firmware fixes and updates conducted by an on-site technician or to implement them yourself with remote assistance. The choice is yours.

Leverage predictive alerts with IBM Call Home technology
The "break/fix" mentality of up-keeping IT systems is no longer sufficient. IBM® LinuxONE systems include IBM Call Home. Once you have turned on IBM Call Home, it analyzes key information about your system's health, including configuration and code levels, system and environmental thresholds, error logs, repair records, code levels, and usage information. When Call Home identifies an issue, a ticket will be automatically opened, triggering remote or onsite support.

IBM leverages the machine data collected by Call Home to provide predictive alerts. Clients receive alerts about areas where they are potentially exposed, showing security vulnerabilities and product defects, specifically for their network devices, as well as products nearing the end of their support lifecycle across their IT infrastructure.

Customize your support coverage
Many of these benefits are included in the IBM® LinuxONE warranty. IBM® LinuxONE Expert Care enables you to choose the number of years of additional support coverage for your system. You can extend support coverage for up to five years, including warranty, at the time of purchase. This approach to support services provide more predictable maintenance costs and allows organizations to choose to maintain higher availability and provide priority services to care for mission-critical requirements across the lifespan of their IBM® LinuxONE product.

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

Conclusion

Managing and protecting your investment in IBM® LinuxONE and consistently maintaining high availability for mission-critical workloads can be challenging. IBM® LinuxONE Expert Care allows clients to provide more predictable maintenance costs and facilitates reduced deployment and operating risks. With IBM as your single source of support, from reporting to resolution, you can dramatically optimize system availability, reduce costs, and unburden your staff to focus on other competencies and business priorities.

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

For more information

To learn more about IBM's support solutions, please contact your IBM representative or Business Partner®, reach out directly to an IBM TLS expert, or visit ibm.com/services/systems-support.

You can also explore other IBM Technology Lifecycle Services at https://www.ibm.com/services/technology-lifecycle-services

Additionally, IBM Global Financing provides numerous payment options to help you acquire the technology you need to grow your business. We provide full lifecycle management of IT products and services, from acquisition to disposition. For more information, visit https://www.ibm.com/financing.

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