

IBM Electronic Service Agent (ESA)

Increase availability with Service Automation

As Artificial Intelligence (AI) continues to mature, IT data center solutions will become increasingly sophisticated, leading to a greater need for interoperability between systems. This increased complexity also brings greater risks, as companies rely on assets from multiple vendors to integrate their data centers. The resulting vendor landscape can hinder operational management, diverting IT staff's attention away from driving business innovation, security, and development.

Having IBM and non-IBM equipment connected to the IBM Electronic Service Agent monitoring tool will simplify operations, as this tool proactively reports hardware events as soon as they are detected, routing the electronic service request directly to the respective IBM Support Engineer, with no customer intervention.

When an error is reported to IBM, it contains essential technical details, and problem descriptions in addition to extended error information, including error logs, system snapshots, etc. In cases where replacement parts are needed, the IBM Customer Engineer will be automatically notified, allowing the Support Engineer to immediately start working on resolving the problem. This streamlined process saves time on the diagnosis process, ensuring that issues are addressed quickly and efficiently.

IBM Electronic Service Agent (ESA) is included at no additional cost for selected X86 Dell & HPE models covered under IMS and Enterprise Care contracts. IBM Electronic Service Agent (ESA) is a monitoring tool, fully embedded in IBM's support center.

IBM is committed to security. Communication is outbound only for the customer's company and authorized IBM support personnel. Customers' business data is never transmitted.



IBM Electronic Service Agent (ESA) uses strong data encryption protocols, supported by leading financial institutions worldwide, and HTTPS (TLS). ¹

IBM TLS leverages AI and automation capabilities to offer streamlined support services through various channels, including chat, email, phone, and the web. Our AI-powered virtual assistant provides clients with solutions to current and potential issues, offering self-service support for IBM Infrastructure solutions and products. Leveraging AI-powered tools and automation in our customer support service and operations enables quick resolution, mitigating downtime, and improving operational resiliency for organizations around the globe.

140

IBM provides access to a high level of technicians in more than 140 countries around the world. ²

12K

Over 12,500 technical support specialists serving clients globally. ³

For more information scan the QR code or click on the buttons below:

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2 3 IBM Internal Data

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