

IBM Remote Assistance for IBM Z

Real-time remote assistance, proactive monitoring,
and management for resolving technical issues



Highlights

Improve the business productivity, efficiency, and overall satisfaction with their IT systems and solutions

Receive remote support with guidance and advice from experienced professionals (IBM technical experts)

A range of support options, including remote assistance, phone, email, and chat support.

The technical business need for the Remote Assistance

Clients often require remote assistance for a multitude of reasons, including the need for prompt and efficient technical support, the convenience of receiving assistance from the comfort of their own homes or workplaces, the ability to troubleshoot and resolve issues without the need for costly and time-consuming on-site visits, and the increased accessibility and availability of remote support services in today's digital age. Additionally, remote assistance can enable clients to receive expert guidance and advice from experienced professionals who can help them overcome complex technical challenges, optimize their software and hardware configurations, and stay up to date with the latest technologies and trends in their respective industries, thereby enhancing their productivity, efficiency, and overall satisfaction with their IT systems and solutions.

Improving your support response time

IBM Remote Assistance for IBM Z solution is designed to help Z users quickly and efficiently resolve technical issues. This solution provides a simple and secured way for users to receive support from IBM technical experts without the need for onsite visits or travel.

IBM Remote Assistance for IBM Z offers a secured and efficient solution that can help organizations improve support response times, minimize downtime, and reduce costs. By leveraging this tool, support teams can diagnose and resolve issues quickly, allowing organizations to focus on business operations and growth.

The solution offers a range of support options, including phone, email, and chat support, and users can also access online technical resources, such as documentation and knowledge articles, to help troubleshoot and resolve issues providing real-time remote assistance through remote sharing, allowing IBM technical experts to view and control the user's mainframe environment remotely. This feature can enable faster issue resolution, reduce downtime, and eliminate the need for onsite visits or travel.

Choose your IBM Remote Assistance for IBM Z based on your geography

For US clients, IBM offers the SoftwareXcel enterprise edition for IBM Z.

IBM SoftwareXcel is a program designed to help clients accelerate their software implementations and improve their return on investment. The solution is designed to help organizations optimize their mainframe environments, improve system performance, and reduce costs. It provides a suite of tools and capabilities to help organizations manage their mainframe infrastructure, including tools for application development, system administration, and performance management.

Some of the key features of IBM SoftwareXcel for IBM Z included code analysis and performance tuning tools, application testing, and debugging capabilities, system monitoring and management tools, and integration with other IBM mainframe software products.

Proactive and Notification Support Service provides electronic notification of and information about, potential system problems. It also provides electronic access to assist clients in identifying and resolving problems with the operation.

Clients are responsible for identifying business requirements, providing access to necessary resources, assigning a project manager, participating in testing and validation, and providing timely feedback and communication for the success of their IBM SoftwareXcel implementation.

For Non-US clients, IBM offers the Support Line for IBM Z

The IBM Support Line for IBM Z is a software solution that provides clients with around-the-clock technical support for IBM mainframe systems, including assistance with hardware and software issues, performance tuning, and problem resolution.

The solution is designed to provide clients with a single point of contact for all technical support needs and to help reduce downtime and improve system availability. The IBM Support Line for IBM Z is staffed by highly trained technical support specialists who have extensive experience with IBM mainframe systems.

To use the IBM Support Line for IBM Z, clients can contact the support center by phone or email, and their requests will be routed to the appropriate technical support specialist based on the nature of the issue. The specialist will work with the client to diagnose and resolve the issue, and if necessary, escalate the issue to higher levels of support.

The IBM Support Line for IBM Z offers several benefits, including 24/7 availability, rapid response times, and access to highly trained technical support specialists. It also provides clients with access to a wide range of resources, including knowledge bases, product documentation, and best practices for IBM mainframe systems.

Clients are responsible for contacting the support center by phone or email with their technical issues and working with technical support specialists to diagnose and resolve issues for the success of their IBM Support Line for IBM Z implementation.

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

Conclusion

IBM Remote Assistance for IBM Z can be a valuable solution for providing fast and efficient technical support options, real-time remote assistance, proactive monitoring and management, and online technical resources designed to help IBM Z users quickly and easily resolve technical issues.

Why IBM Technology Lifecycle Services?

IBM Technology Lifecycle Services professionals have decades of expertise in the technology industry. 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 Remote Assistance for IBM Z, please contact your IBM representative or IBM Business Partner®, reach out directly to an [IBM TLS expert](#) or visit ibm.com/services/systems-support.

© Copyright IBM Corporation 2024

IBM Corporation
New Orchard Road
Armonk, NY 10504

Produced in the
United States of America
January 2024

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.