IBM Support Insights

Harness the power of advanced analytics to proactively address risks and exposures that may impact the availability of your hybrid IT infrastructure

Highlights

Gain a holistic view of your multivendor hybrid IT infrastructure

Improve IT uptime with proactive insights and recommendations

Simplify contracts reconciliation by identifying gaps in coverage

Customize filters and views to enable a deeper understanding of support trends

Enhanced insights and experience with IBM® Support Insights Pro

Available at no charge with select IBM warranty support contracts

Today's complex IT infrastructures are driving new expectations for support
Businesses in today's complex hybrid IT environment need technical advice and services to take full advantage of new technologies, from edge to cloud to core, while keeping their existing infrastructure up and running. Many organizations have IT maintenance services from multiple vendors but have no way to manage them in a holistic way. Manually tracking disparate vendor data sources and maintaining support continuity can be time-consuming and costly. In fact, 62% of companies surveyed by IDC said that multiple infrastructure vendors resulted in more downtime issues than single-source support.[1] These hybrid architectures need to be designed and planned to excel, but they must also be executed flawlessly across the product and solution lifecycle with precious few skilled resources available.

IBM® Support Insights is a cloud-based service that helps IT teams improve IT uptime and address vulnerabilities with analytics-driven insights, asset management and preventive maintenance recommendations to improve infrastructure availability. Included with select IBM support contracts, IBM Support Insights is designed to provide better visibility across your data center and on-premises IT infrastructure. It's designed to help you more easily manage, maintain and optimize the health of your environment across the product lifecycle, with insights derived from advanced analytics using IBM's vast knowledge base of product and support data. The service also helps you identify current and potential system issues, delivered with risk scores and recommendations for actions you can take to reduce unplanned downtime and avoid service gaps.

In addition to standard capabilities, the IBM® Support Insights Pro subscription offers additional value with prioritized security vulnerability and lifecycle insights, recommended OS and firmware levels, and extended case history and analysis. These features are designed to enable clients to better understand the impact of IT lifecycle, optimize their security position, and reduce infrastructure planning time.

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Gain a holistic view of your multivendor support services in a secure
IBM Support Insights features a security-rich, cloud-based portal to provide visibility across your IT landscape. It reduces complexity, improves clarity and visibility, streamlines IT support management, and avoids service disruptions with product-level recommendations for IT systems, devices, and software. By integrating and analyzing inventory exposure, lifecycle, and contract data from multiple IT vendors, including IBM, Lenovo, Cisco, HP, Oracle, Dell EMC, Juniper, NetApp and many more, you can better manage your infrastructure inventory, availability, and potential security risks.

Improve IT uptime with proactive insights and recommendations
IBM Support Insights is always on the job evaluating both your hybrid IT assets and your support contract data. The service provides a summary of each individual asset. It highlights potential security vulnerabilities, assesses support performance, and monitors the lifecycle of your assets.

Alerts and prescriptive recommendations to resolve potential issues help identify exposures specific to your inventory. Alerts are delivered with risk scores to determine the level of risk, helping to avoid outages due to critical defects, and denials of support due to expired contracts or end-of-service assets. IBM Support Insights Pro prioritizes OS risks, enabling clients to plan for the infrastructure's lifecycle by visually comparing exposure risks between current and recommended levels. By automating these tasks, you can significantly reduce the time you spend on support tasks so your organization can spend less time on manual processes and more time on strategic initiatives.

Simplify contract reconciliation by identifying gaps in coverage
IT environment contains systems, network, storage, and software components from many vendors with associated but disparate warranties and maintenance contracts. When these contracts expire or the products are no longer supported, your company could be denied service when you need it the most.

IBM Support Insights can evaluate each of your agreements to identify and eliminate gaps in support coverage and simplify contract reconciliation. With better visibility into all your support contracts, you can feel confident that you have the coverage you need, understand the terms of each agreement, and proactively avoid costly IT downtime. With IBM Support Insights Pro, you can improve your hardware refreshes with prioritized end-of-support risks by product family, analyzing hardware's lifecycle, and analyzing detected risks in depth.

Customize filters and views enable a deeper understanding of your support trends
You can better manage your IT team to take actions based on findings and insights with the key performance indicators provided by IBM Support Insights. Personalized views with custom filters, asset fields, and tags allow you to easily identify and organize your assets to tailor your experience. IBM Support Insights is designed to provide a simple and elegant way to gain insights into your support experience. Different versions are available to enhance and personalize your understanding of your IT environments with flexible metrics, trends, and analytics. With IBM Support Insights Pro, clients can identify support trends and patterns with an extended case history across all supported vendors.

IBM Support Insights

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

Enhanced insights and experience with IBM® Support Insights Pro
IBM® Support Insights Pro is an enhanced version of IBM® Support Insights that combines standard version capabilities plus more detailed analysis, expanded case history, advanced features and further capabilities at an additional charge to help you refresh, optimize, and protect your IT investment through preventing issues before they occur.

IBM® Support Insights Pro version is designed to:
- Better support OS upgrades for your assets with improved security CVE risk analysis;
- Improve your hardware refreshes by prioritizing end-of-support risks by product family, analyzing hardware's lifecycle and analyzing detected risks in depth;
- Analyze support performance with a comprehensive support case history and additional metrics.

Available at no charge for select IBM support contracts
IBM Support Insights is included with select IBM support and maintenance agreements, including but not limited to IBM Expert Care, IBM Hardware Maintenance, IBM Software Maintenance, IBM Integrated Multivendor Support, or IBM Managed Maintenance Solution.

Conclusion
Security vulnerabilities, down-level systems and devices, software lapses in support contracts, and varying product lifecycles across vendors, can lead to service disruptions. According to The Total Economic Impact™ Of IBM Hybrid IT Support study from Forrester, 75% of survey respondents confirmed that IBM helped their organizations avoid hardware incidents/outages by providing proactive monitoring/alerting for incidents.[2] With IBM Support Insights, you can consolidate data from multiple vendor contracts to better manage, maintain, and optimize the health of your IT environment and proactively act to avoid incidents.

Why IBM Technology Lifecycle Services?
IBM Technology Lifecycle Services professionals have decades of expertise in the technology industry. Our experts support over 19,000 IBM and other original equipment manufacturer hardware and software products. In fact, "The Total Economic Impact Of IBM Hybrid IT Support" study from Forrester, found a 20% reduction in the time staff spent on hardware support, and a 21% reduction in mean time to resolve hardware outages and incidents.[2] You can count on IBM Technology Lifecycle Services to help you keep your mission-critical systems running smoothly 24x7.

For more information
To learn more about IBM Support Insights, please contact your IBM representative or IBM Business Partner®, or visit ibm.com/products/support-insights

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1 IDC Perspective: The Cost of Downtime in Datacenter Environments: Key Drivers and How Support Providers Can Help, March 2023, #US50240823

2 The Total Economic Impact™ Of IBM Hybrid IT Support, a commissioned study conducted by Forrester Consulting on behalf of IBM, January 2023, based on interviews from 277 IT decision makers who have engaged IBM for multivendor support

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