

Proactive Support for IBM Z

Delivers skilled, personalized support with enhanced
priority response

■ Highlights

Enhance resiliency and
availability with
proprietary tools and
analytics

Use alerts and reports to
help you proactively
mitigate problems

Improve availability
through enhanced
problem management

Reduce planned
downtime and risk

Now, more than ever, system resiliency and application availability are paramount to meeting modern digital needs and challenges.

Organizations are confronting the challenges of resiliency and availability through the integration of current technologies with their IBM Z® deployments, which serve as the backbone of their hybrid cloud infrastructure. IBM Z offers a robust, reliable, security-rich foundation for running your mission-critical workloads. With IT environments becoming more complex, keeping them at an optimal operating level is getting harder. In addition, IDC¹ indicates that of clients they surveyed, clients leveraging predictive and proactive support tools are preventing on average 79 hours of unplanned downtime.

Your organization needs sophisticated IT skills to reduce or mitigate downtime, but your IT staff's skills gap might be costly and difficult to bridge. Moreover, reactive and proactive coordination of incidents across hardware and software requires a significant amount of management time. When problems are complex, the duration of a costly downtime can lengthen, impacting your organization's brand, reputation, customer satisfaction and bottom line.

IBM® Technology Lifecycle Services offers Proactive Support for IBM Z, a support model to help you optimize your IT infrastructure and quickly resolve incidents with priority response. Global delivery and easier access to IBM product development and engineering labs further fuel the problem-solving process to help significantly improve system availability, productivity and recoverability. Our highly skilled, dedicated IBM Z Technical Account Managers use proprietary diagnostic tools and function as an extension of your IT staff to lower your investment in in-house technical support.

Take advantage of premium services for personalized support from a skilled, dedicated IBM specialist

With deep knowledge of the IBM support infrastructure and key IBM relationships, your IBM Z Technical Account Manager is your point of contact for guiding critical problems through the support process. Beginning with a welcome call, they will gather information about your company, business needs and technical environment to create a technical support plan unique to your needs.



Enhance resiliency and availability with proprietary tools and analytics

The global network of IBM technical centers provides tools and knowledge databases that help speed resolution times with worldwide, 24x7 support for critical problems. Moreover, regular reports are prepared and reviewed with your IBM Z Technical Account Manager on a monthly or quarterly basis. The reports provide insights into the health of your IT environment and can be used for problem determination and maintenance preparation. These reports include:

- Open and closed problem records to help identify patterns
- End-of-life and end-of-service information
- Operating system interoperability data
- Proactive alerts
- Information about the impact of PEs and HIPER APARs
- Applicable best practices, tips and techniques to help mitigate potential problems

Years of technical education and experience with the IBM Z infrastructure means your IBM Z Technical Account Manager can assist with critical Severity 1 issues, migration support and preventive maintenance guidance. This guidance includes impact information on Program Error (PE) or High Impact Pervasive (HIPER) Authorized Program Analysis Reports (APARs).

Your IBM Z Technical Account Manager also has access to best practices and institutional experience to help you submit issues, access exclusive IBM electronic tools and acquire contact information, escalation procedures and more to minimize risk and reduce downtime when problems arise. Enlisting your IBM Z Technical Account Manager to augment your IT staff will help boost your in-house IT staff's productivity and free them up to focus on more strategic initiatives.

Use alerts and reports to help you proactively mitigate problems

There's no better way to achieve high system availability than preventing problems before they occur. The Proactive Support for IBM Z service can help you mitigate issues using alerts that typically include information, such as HIPERs, firmware bundle releases on hold due to problems, microcode releases no longer on hold, and the latest system update level (SUL) information. By following up on alerts and accessing the IBM proprietary electronic tools for detailed IBM Z technical information, your IBM Z Technical Account Manager can provide proactive advice to help you mitigate problems.

Improve availability through enhanced problem management

Business demands don't stop, even if your IT does. To help protect your brand and keep your customer base, your IT infrastructure needs to run around the clock. The Proactive Support for IBM Z service is designed to provide you with efficient and robust support to expedite your resolution time and maintain high system availability. When critical problems arise and hinder your system availability, your dedicated IBM Z Technical Account Manager can act as the focal point for problem management and resolution. Critical issues are monitored, managed, coordinated and escalated as necessary to help control problems are identified and resolved quickly, with a 30-minute response time for critical Severity 1 issues. You can expect frequent status updates every step of the way.

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

Reduce planned downtime and risk

Downtime is expensive—even if it's planned. Unfortunately, businesses have to schedule necessary downtime to apply fixes and perform changes and upgrades. Planning for scheduled maintenance, as well as operating system migration activities, can be complex and time-consuming.

With solid knowledge of your hardware and software products, your IBM Z Technical Account Manager will assist with planning maintenance and migration activities by researching possible technical fixes and providing recommendations specific to your environment. As part of the planning process, change activities will be communicated to the IBM Technical Support teams for awareness and preparedness. By doing so, we can help you minimize and optimize planned maintenance and migration windows to get the most from scheduled downtime and reduce risk.

Conclusion

The challenge of maintaining high availability for mission-critical workloads is real—whether they're running in your traditional data center or in a cloud—and it's a major blocker to digital transformation. IBM Technology Lifecycle Services can help you maintain your hybrid cloud environment and our smart support helps you predict and prevent unplanned problems.

The Proactive Support for IBM Z service offers personalized support provided by highly skilled, dedicated support specialists. It's designed to provide coordinated support with rapid response and priority handling of critical threats and situations. Designated specialists monitor and support your IBM Z. Using our proprietary analysis tools and informative reports, the IBM Z Technical Account Manager acts as a remote extension of your IT staff, helping improve system availability, productivity, recoverability and responsiveness to your business requirements.

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. 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 proven history of service, technical support and reliability, combined with access to IBM product development and engineering labs, help 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 Proactive Support for IBM Z, please contact your IBM representative or Business Partner®, reach out directly to an [IBM TLS Expert](#) or visit ibm.com/services/systems-support.

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¹IDC MarketScape: The Cost of Downtime in Datacenter Environments Report. March 2023.



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