

IBM Technology



G-Cloud 15

IBM - Maintenance and Support for IBM Systems
Hardware and IBM Software

Service Definition Document

Email: ukcat@uk.ibm.com

Contact: Anne-Marie Wheeler

Contents

IBM Hardware and IBM Software Maintenance Services	3
IBM Hardware Maintenance	4
IBM Software Maintenance	5

IBM Hardware and IBM Software Maintenance Services

Highlights

- Optimize your IT infrastructure with preventive maintenance.
- Minimize unplanned downtime and speed time to repair.
- Choose from flexible committed service-level options.
- Foster interoperability through comprehensive maintenance.
- Help reduce costs and enable more predictable maintenance costs.
- Bridge your skill gaps and free in-house IT staff for more strategic tasks.

Achieving high system resilience and application availability is essential for today's businesses

Any unplanned downtime or outage can impact your organization's business operation, reputation and customer loyalty. To confront the challenges, organizations need a maintenance solution that keeps their hybrid cloud environment up and running. Your data center—backboned by IBM zSystems®, IBM Power® servers, IBM® Storage systems and IBM software solutions—requires routine maintenance for optimal performance to achieve your business goals and accelerate your digital transformation.

IBM Technology Lifecycle Services offers both IBM Hardware Maintenance and IBM Software Maintenance services that can be tailored to meet your specific needs. IBM's single-source support helps you optimize your IT infrastructure while helping reduce the cost of downtime. IBM offers the flexibility to purchase services during your warranty period, as a warranty service upgrade, and even after the warranty period lapses. Using proprietary tools, IBM technicians can predict and proactively address risks and exposures that may impact the availability of your hybrid cloud IT infrastructure and provide timely resolution if an incident occurs.

Optimize your IT infrastructure with preventive maintenance

With an IBM Hardware Maintenance or IBM Software Maintenance agreement, you gain access to [IBM Support Insights](#), a security-rich cloud-based portal. The portal's holistic view of your hybrid IT infrastructure can help improve IT uptime and address vulnerabilities. By continually monitoring your hybrid IT assets and your support contract data, analytics-driven insights provide asset management and preventive maintenance recommendations. The service automatically notifies you of any risks or exposures and recommends actions to mitigate the effect those issues may have on your infrastructure. Alerts help identify exposures specific to your inventory to mitigate outages caused by critical defects and denials of support due to expired contracts or end-of-assets. By simplifying contract reconciliation and identifying gaps in coverage, IBM can help provide you with support for continuous system availability.

Find out why IBM is the right choice

Learn more about why you should choose IBM support services: [the IDC report ranks IBM as a leader in worldwide support services](#).¹

IBM Hardware Maintenance

Minimize unplanned downtime and speed time to repair

After a failure or performance issue is reported, IBM can quickly engage on-call engineers for around-the-clock onsite IBM Hardware Maintenance support—with response measured from the time of the service call. IBM Watson® Assistant for agent assist allows you to interact with a virtual agent through a web portal to collaborate with hardware and software specialists from around the globe. These resources can help you accelerate the process of identifying and resolving complex problems. With access to IBM cognitive technologies, you and the IBM technicians can quickly locate critical system information and provide answers to urgent questions.



Choose from flexible committed service-level options

With IBM's wide range of available committed service levels, you can specifically select the most suitable response times that best meet the conditions and requirements of your business. When you select faster response times, your calls will be prioritized above other calls already in the queue for faster diagnosis and immediate repair action. Committed services are available upgrades that enhance the level of service for hardware under a warranty or maintenance agreement.²

There are three types of upgrades:



Contact time

The measure of time between your service request and the time an IBM representative contacts you as a first step of problem determination or resolution



Onsite response time

The measure of time between your service request and the arrival of the IBM service representative at the specified location



Fix time

The measure of time between your service request and the time it takes to repair the machine to its technical specifications



Committed service-level options³

Hours of coverage	Response type	Response time
24x7	Contact time	1 hour
24x7	Onsite response time	1 hour
24x7	Fix time	72 hours 48 hours 24 hours 12 hours 8 hours 6 hours 4 hours

IBM Software Maintenance

Foster interoperability through comprehensive maintenance

Interoperability is key for business applications to run properly, and updating hardware may also entail software updates. IBM Software Maintenance services, also known as subscription and support, provides subscriptions, fixes and new code defect support for Power Systems operating systems, IBM Storage system software and associated IBM software products. With access to IBM Entitled Systems Support or IBM Fix Central proprietary tools, IBM Software Maintenance is designed to provide comprehensive coverage for software license acquisition, product upgrades and remotely delivered technical support. Subscriptions give entitlement to product upgrades, fixes and fix packages. Support includes access to new code defect support from IBM labs and development teams. IBM provides remote software support, usage advice, guidance and defect support that's available 24x7 for Severity 1 mission-critical problems.

Help reduce costs and enable more predictable maintenance costs

IBM offers flexible service options so that you can save, time and resources by paying only for what you need, allowing for more predictable budgeting of maintenance support costs. With our proprietary tools and innovative technologies, we can help you save time and effort through predictive preventive maintenance and automatic problem resolution.

IBM's global and local service delivery is available in more than 130 countries, and we operate around 487 parts centers with IBM and third-party parts. For hardware services, our team responds to and fixes problems 94% of the time on the first call.⁴ Our global support model helps provide service availability, increased business efficiency and reduced internal training costs. It also helps provide a competitive advantage for multinational or global expansion.

Newer IBM Power and IBM Storage products may include IBM Expert Care, a tiered support model enabling organizations to choose support options at the time of purchase. Expert Care includes IBM Hardware Maintenance options and may also include options for including number of years of support,



response times from initial contact to fix and potential to include proactive care. Refer to IBM Expert Care conditions if the product you are purchasing includes IBM Expert Care.

Bridge your skill gaps and free in-house IT staff for more strategic tasks

IBM delivers a holistic set of hardware and software support services that help identify dependencies across your entire IT portfolio. We provide an onsite worldwide comprehensive training database to help dispatch the right skills. We also set up user groups in which information and ideas can be exchanged. You'll have access to Q&A and how-to support for insight and information on how to maximize the use of your assets and incorporate new technology into your environment. With reliable 24x7 support, your in-house IT staff can save time addressing problems and focus on strategic business- critical goals to generate new streams of revenue and improve customer satisfaction.

Conclusion

With access to multiple proprietary cognitive and analytical tools, IBM can provide preventive maintenance services to help reduce or mitigate unplanned downtime and outages. IBM can serve you with single-source support, from reporting to resolution, while offering flexible maintenance service options to address your specific needs. You can purchase maintenance services during the warranty period or even after the warranty period lapses. With IBM support services, you can unburden your in-house IT staff so that they can focus on your competencies and business priorities that continue to move your business forward in today's dynamically changing world.

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

IBM