

IBM Technology



G-Cloud 15

IBM - Support for REDHAT / SUSE / Canonical -
Ubuntu & (VMWARE- End of Life)

Service Definition Document

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Discover the smart way to manage the increasing complexity of your open source software ecosystem.

1. Introduction

Complex software stacks that leverage both commercial & community open-source software are being used to modernize IT initiatives. Linux distributions, such as Red Hat, SUSE, Ubuntu and others are increasingly favored, because they are cost effective, they reduce time to market, and they allow organizations to generously build upon them while pursuing their own business objectives.

While the community-based approach of open-source software has indisputable advantages, it also burdens enterprise IT with searching and evaluating support information. For instance, there aren't guaranteed response times from the support community. In some cases, you find the answer quickly, and in others, it might take longer than you can afford to wait.

96%
of commercial
applications
have some kind
of open source
component

It's obvious that every new technology comes with its own set of challenges. To overcome them, open-source software support solutions from IBM gives you simple, instant support for over 150 community versions of open-source software, as well as for many commercial open-source products. To help you simplify and reduce complexity, you can also get support for the underlying hardware infrastructure, with a single point of contact and accountability.

Organizations are adopting enterprise IT solutions based on open-source technology because they relish becoming part of a dynamic and open community that gives technology new meaning. While innovation has indisputable advantages, it comes with unforeseen complexities.



2. The challenges of fast-moving innovation

Organizations across industries are turning to open source in an effort to modernize data centers, shift to cloud-based environments or to move away from aging hardware and software. But the added complexity of this new environment can prove challenging even for forward-thinking organizations that deploy leading-edge technology.

Limited support availability

With limited support availability, organizations are often left to wonder how they can know that the packages they're using are stable or actively supported. Relying on the open-source community for answers to specific issues can raise even more questions:

- How long will it take for a resolution?
- Are you going to get the answer you need?
- Who's providing the answers, and do they really understand your environment?

Maintaining in-house resources or hiring consultants are also options to extending support availability for open-source software, but each is complex, expensive and time-consuming.

Fragmented support

Organizations deal with constantly evolving software products and sources. These include both commercial and noncommercial options in a hybrid open-source environment. In this context, support solutions become complex and more difficult to manage. Additionally, the many parties involved in this chain of support create costly delays when outages occur, affecting your ROI.

Interoperability and lack of specialists

Interoperability is one of the major causes of open-source problems since it's challenging to foresee how different packages will interact with one another when deployed in your IT environment. Other difficulties might stem from something in the environment that's outside of the package or even from the fact that open-source software comes with a learning curve and often requires internal training, so staff is diverted from core business needs and costs are driven up.

Always-on requirements

New technologies and the increased connectivity characteristic to this century have redefined the standards of organizations across industries. Customers are now permanently online and enterprises who want to keep up are faced with the challenge of maintaining their IT infrastructure availability at all times.

To overcome these dilemmas, IBM has developed a flexible, agile and easy to manage solution, that offers comprehensive, single-source support with a proactive approach, all at a reduced cost.

3. Deploy open-source technologies across your enterprise with confidence

In an environment ripe with challenges, organizations are looking for software management solutions that are economical, flexible and scalable to meet the “always-on” demands of business. But, most of all, companies are looking for sustainable ways to avoid the “blame game” when incidents occur. IBM has designed services that can help you build a comprehensive support solution for your open-source ecosystem, providing a single source of support across your entire IT infrastructure.



IBM open-source software support services can help your organization gain:

World-class enterprise support for the entire open source ecosystem: The solutions from IBM help you gain access to support for more than 150 community open source support packages, as well as subscriptions from software industry leaders like RedHat and SUSE.

Reduce complexity and consolidate support for any IT infrastructure: IBM supplies experienced, continuous remote software support how and when you need it, from a single point of contact.

Access to industry experts: IBM offers advisory services and worldwide access to highly specialized advice on a wide range of usage and how-to questions, such as interoperability issues, short duration open source supports guidance, installations and configuration, resources, community engagements and even more, in the form of a holistic approach to support for the solution stack.

Deep, proven expertise: IBM has been delivering support on open-source products for almost two decades and brings to the table a long experience with the Linux operating system, as well as commercial and community open-source support.

4. Open-source software support services from IBM

As open-source support adoption continues to grow among enterprises, the complexity of underlying support structures increases. Dealing with multiple hardware, software, application vendors and open-source communities can lead to an infinite loop of responsibility that consumes time and money. With proven expertise and years of experience with Linux and other open-source technologies, IBM can simplify support for the entire OSS ecosystem, be it community editions, commercial products, individual packages or complex software stacks.

Linux Operating System

IBM can offer subscriptions and support for all major distributions of Linux, including Red Hat, SUSE, and Ubuntu, as well as enhanced support for CentOS. We've been providing open-source support for 20+ years, with a 99 percent IBM fix rate, and our skilled teams are unmatched on IBM Z®, IBM Power® and OEM Intel.

Commercial open-source software

IBM provides subscription and support solutions for most products across the Red Hat and SUSE portfolios.

Community open-source software

IBM offers enterprise-class support for more than 150 community versions of open-source software, as well as specialized advice on which open-source support packages could be optimized or are best-suited for specific projects. Our support solutions are unique and offer access to industry experts and virtually unlimited assistance for a wide variety of how-to and usage questions.

Supported packages include:

Kubernetes	Kafka	PostgreSQL
Docker	Tomcat	MariaDB
OpenJDK	Jenkins	MySQL
Elasticsearch	Spring	Node.js
ActiveMQ	Chef	Puppet
Zookeeper	Logstash	Kibana
Couchbase	MongoDB	Spark

IBM offers:

Red Hat	Subscription & Support solutions are available for most Red Hat products including: - Red Hat Enterprise Linux (RHEL) - Red Hat Enterprise Virtualization (RHEV) - Red Hat Ceph Storage & Red Hat Gluster Storage - Red Hat JBoss - Red Hat OpenShift - Red Hat OpenStack - Red Hat Ansible - RHEL for SAP Solutions
SUSE	Subscription & Support options are available for many of the most popular products from SUSE, including: - SUSE Linux Enterprise Server (SLES) - SUSE Manager - SUSE Linux Enterprise Server for SAP Applications - Live Patching - SUSE Enterprise Storage - SUSE CaaS Platform - Live Patching
IBM Cloud Open-Source Support	- Support for more than 150 community versions of open-source software - Remotely delivered global offering - Single source, enterprise-class support for common OSS running in the cloud or on x86, IBM Power and IBM z Systems. - Around-the-clock coverage options



5. The Open-Source Software support difference in real life

IBM helped a global telecommunications company consolidate and streamline support for their open-source ecosystem. The client was looking for a vendor to provide a standardized enterprise class support experience across multiple open technologies. Our solution provided the client with a single source of support, defined SLAs, and access to advisory services that is assisting the client progress their open-source strategy.

Industry:
Telecom

Key Packages:
Docker
Spring
Kubernetes
MySQL
Tomcat
CouchDB
Zookeeper
Kafka

By contracting IBM Technology Support Services, the client now has a support structure for their open-source environment. Moreover, the collaboration continued with consulting services.

Client Solutions

- Global model
- Defined SLAs
- Compelling price model
- Advisory services which include short duration guidance and advice



6. Why choose IBM

The more complex your software infrastructure becomes, the more critical it is to maintain a high level of support for your IT environment.

IBM can provide a single source of support for community and commercial open-source software, running on cloud, hybrid cloud, multicloud or locally deployed systems. These services are designed to meet the complex support challenges that arise in an interdependent, dynamic infrastructure and have the potential to resolve problems even before they occur. IBM Open-Source Software Support Services rely on two decades of experience in successfully developing solutions for open-source software support.

With 62,000 engineers certified in open source and nearly \$1 billion invested in its development, IBM believes all organizations can benefit from a healthy open-source ecosystem. That's why we get to the heart of any issue with the diagnostic support that includes root cause analysis and has fast response times for just about every level of issue severity, saving your enterprise time and resources. And it doesn't end there: our community of experts can provide insight and guidance that will accelerate development and make it more efficient.

IBM has virtually unmatched skills and infrastructure, allowing us to achieve one of the fastest industry response times and speed to resolution. Support services from IBM come with proactive, remote IT support for over 30,000 IBM and non-IBM hardware and software products, across industries. Our global presence allows us to bring clients and experts together in over 130 countries and more than 127 languages. Organizations that develop an open-source software support relationship with IBM can do so with the confidence of having a leading service provider and technology innovator working to the benefit of their IT infrastructure.

Trust the proven experience and expertise of IBM for your open-source software ecosystem and see how open-source software support services can work for you.

