

IBM Technology



G-Cloud 15

IBM – Support for end of life Data Warehouses
(Exadata, Terradata, Netezza)

Service Definition Document

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IBM Support for Data Warehouses

+ IBM Support for Oracle® Exadata® IBM Oracle® Software Support

IBM Technology Lifecycle Services

THE SOLUTION

IBM is providing hardware and software (full stack) support services on Oracle Exadata. This support offering is designed to reduce support costs and to help your organization to achieve timely problem resolution. You only need to call IBM for remote and on-site support, parts and logistics.



[Click here to download the solution brief for more information](#)

THE BENEFITS

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Designed to reduce hardware + software support costs

25% Up to 25% Reduction on hardware support costs ¹
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Customized and responsive software support

20% 20% Reduction on time spent on hardware support ²
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Mitigate rushed software upgrades and migrations

2 years 2-years of extension of equipment useful life ³
- 21%** 21% Reduction in mean time to resolution (MTTR) ⁴

