



Highlights

- Protects your IT environment with preventive analysis and proactive scheduled updates
 - Provides skilled, experienced service representatives to analyze and optionally update your microcode
 - Enhances customer satisfaction by decreasing hardware failures and downtime due to incorrect or incompatible microcode
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Global total microcode support services from IBM

Enhancing high availability through preventive maintenance across IBM platforms

If you're like most organizations, your business is highly dependent upon your IT infrastructure. Should obsolete microcode cause system failure, your operations can come to a halt—and security issues might arise. Chances are your in-house IT staff is already preoccupied, or they may lack the detailed knowledge needed to assess microcode intricacies. If your business has multiple locations, the logistics of maintaining microcode across your enterprise can be cumbersome.

IBM Hardware Maintenance Services – Global Total Microcode Support can identify and update microcode versions during planned preventive maintenance of your environment. This service, available with IBM maintenance contracts or during the warranty period, offers an integrated microcode maintenance approach across IBM® Power Systems™ and System Storage® platforms. Experienced service specialists perform the time-consuming analysis of your environment and can apply solutions before your business is impacted by problems. You can schedule updates with reduced disruption.

Customizing your preventive maintenance options with two-fold delivery

You can choose from two levels of support to help you optimize your IBM cross-platform operating environment. The *analysis* portion of the service examines all systems included in your contract, the interaction between those systems, and dependencies among hardware, microcode, device drivers and operating systems. The results of the analysis are documented in a support plan, which provides microcode update recommendations. Or, you may select the *analysis and update* option, in which IBM can implement the recommended updates outlined in the support plan at your direction. IBM can perform the analysis and update up to two times a year, depending on your needs, and install the updates at a time that is convenient for your business.



Harnessing IBM expertise to optimize your IT infrastructure

With microcode support, you have a dedicated team of IBM professionals who can respond to questions around the service; develop in-depth knowledge about your microcode environment, expectations and time frames; and stay up to date on all known issues. Your IBM team can suggest cross-platform microcode recommendations, as well as plan and coordinate onsite and offsite activities, such as data collection, analysis and optional updates in a timely manner. With IBM managing your microcode levels for you, your in-house IT resources can focus on their key responsibilities.

Building customer satisfaction through improved business continuity

This service helps you balance your IT infrastructure performance against support costs by checking that you're on a current level of microcode. Your overall system performance can be boosted, and this enhanced high availability can improve the continuity of your business operations. Ultimately, providing proactive rather than reactive service helps your customers to have the best possible experience.

Why IBM?

IBM developed the Power Systems and System Storage platforms and has the skills and experience to best understand and manage microcode updates for these products. When you work with IBM to analyze and maintain microcode, you benefit from the extensive intellectual capital and implementation methods that have been tested over the years. In addition, IBM offers an extensive portfolio of maintenance and other services to help you further optimize your IT infrastructure.

For more information

To learn more about the IBM Hardware Maintenance Services – Global Total Microcode Support, please contact your IBM representative or IBM Business Partner, or visit the following website: ibm.com/services/maintenance



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