IBM

Technical support services for Linux from IBM

*Access robust Linux support solutions
from an industry leader*

Highlights

- Offers an end-to-end Linux support solution to help optimize your return on investment

- Helps reduce the cost and complexity of managing multiple vendors by sourcing all your Linux support services (hardware and software) through IBM

- Provides IBM's extensive skills and infrastructure to help reduce operational costs and increase IT staff productivity

Maintaining availability and optimal performance is critical to realizing the high levels of versatility, flexibility and efficiency that Linux enterprise server systems can provide. But if you're burdened with managing multiple vendor contracts or devoting in-house resources to the Linux ecosystem maintenance, costs can escalate quickly—and impede operational and staff efficiency.
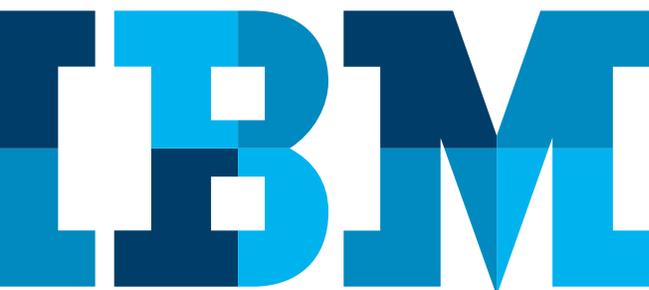
IBM® Technology Support Services can offer a variety of technical support options for Linux environments across all IBM hardware platforms as well as original equipment manufacturer (OEM) Intel. IBM support services for Linux can include:

- Remotely delivered Linux support services
- Enhanced Linux support services for clients who need direct access to a managed support solution that includes proactive services to help improve system availability
- Enterprise-class open-source software support

Helping optimize Linux reliability and performance

IBM support services for Linux help you optimize your Linux enterprise IT return on investment. IBM support options for Linux include:

- IBM Technology Support Services – Support Line for Linux, which is a remotely delivered service that helps keep your staff more productive with answers to "how to" and diagnostic questions. This service can provide:
    - Assistance for Linux installation, configuration, usage, technical questions
    - Standard problem determination and resolution
    - Defect support and change team for emergency fixes
    - Industry-leading response times

- – Per-environment support based on total server count
- – Support for all IBM hardware platforms and OEM Intel
- – Support for Red Hat, SUSE and Ubuntu Linux distributions, including SAP HANA and emerging applications (such as license management and cloud storage)
- – Linux subscription options (code updates including fixes and critical security updates), which are available at an additional cost
- Enhanced services, which offer more personalized, relationship-based Linux environment management, including:
  - – A single point of accountability with direct access to an assigned Linux specialist
  - – Priority handling and response
  - – Managed support including service activity reports and status calls
  - – Near-seamless collaboration with IBM support teams and relevant vendors
  - – Customized technical support plans
  - – Proactive and preventive support to help mitigate costly downtime

- Enterprise-class open-source software support for many of the most widely-used, open-source operating systems and applications, which is available at an additional cost

Helping simplify Linux support with single-source expertise

IBM technical support services for Linux help you reduce the costs and complexity associated with managing multiple vendor contracts by providing a single-source of support for Linux, VMWare, Microsoft and many other open source-software products. And the support you receive is based on an extensive history of Linux experience and resources including:

- A vendor-agnostic approach, with skills for the major Linux distributions
- Linux ecosystem-level skills for multiple products, such as operating systems, hardware, hypervisor (such as kernel-based virtual machines, or KVMs, and Xens), and middleware software
- Integration of IBM Watson™ into the IBM support process to help support predictive capabilities and recommend support action plans

High quality, innovative Linux solutions

Helping you reduce operational costs and increase IT staff productivity

Relying on IBM support services for Linux to provide technical support for your Linux ecosystem helps you save on operational costs—and increase your IT staff productivity by keeping them focused on business priorities. In addition, our services are designed to provide flexible, more cost-efficient support options designed to meet your specific needs to help you save even more time and money.

IBM Support Line for Linux: OPEN up the full value of your Linux subscription when you tap into industry-leading support from IBM Technology Support Services.

IBM value

- Skills and infrastructure, with virtually unmatched breadth, depth and reach
- One of the fastest industry response times and speed to resolution
- Single-source support for your Linux systems

Business benefits

- Help optimize the return on your Linux investment through increased reliability
- Reduce cost and complexity of managing multiple vendor agreements
- Help reduce overall Linux operational costs

Experience the confidence of IBM on your team

IBM: your trusted support advisor

Client value

- Hardware and software support (remote and web self service)
- Answers to "how to" and diagnostic questions

Basic support

- Enhanced problem resolution
  – Faster response— potential for live or maximum 30-minute response
  – Dedicated technical team
  – Managed resolution
  – Single point of entry for hardware and software support

Essential support

- Managed support
  – Named technical focal
  – Quarterly status calls
- Proactive support
  – Maintenance best-practices advice
  – Analytical tool suite
  – Emergency notifications
- Problem resolution
  – Essential support plus expanded hardware coverage
- Customization
  – Create a solution to fit your needs

Premier support

Why IBM?

When it comes to technical support services, IBM can offer virtually unmatched breadth, depth and reach. IBM can provide faster industry response times and virtually unparalleled speed to problem resolution. IBM has 16-plus years of deep Linux system skills and credentials. For example, IBM:

- Is a major contributor to Linux development community, with 600 developers worldwide
- Provides support for high performance clusters, high availability and virtualization
- Provides IBM's Linux / Open Source Change team with the ability to create emergency fixes
- Has access to over 7,000 skilled Linux consultants worldwide
- Averages a 99 percent fix rate, with only one percent referred to Linux distributors (which are most-often related to code defects)[1]
- Offers virtually unmatched skills on IBM® System z®, IBM Power® and OEM Intel platforms
- Can provide flexible IBM Global Financing options and prorated terms

For more information

To learn more about this offering, contact your IBM sales representative or IBM Business Partner, or visit:

ibm.com/linux

ibm.com/services/techsupport

MTD03085-USEN-01