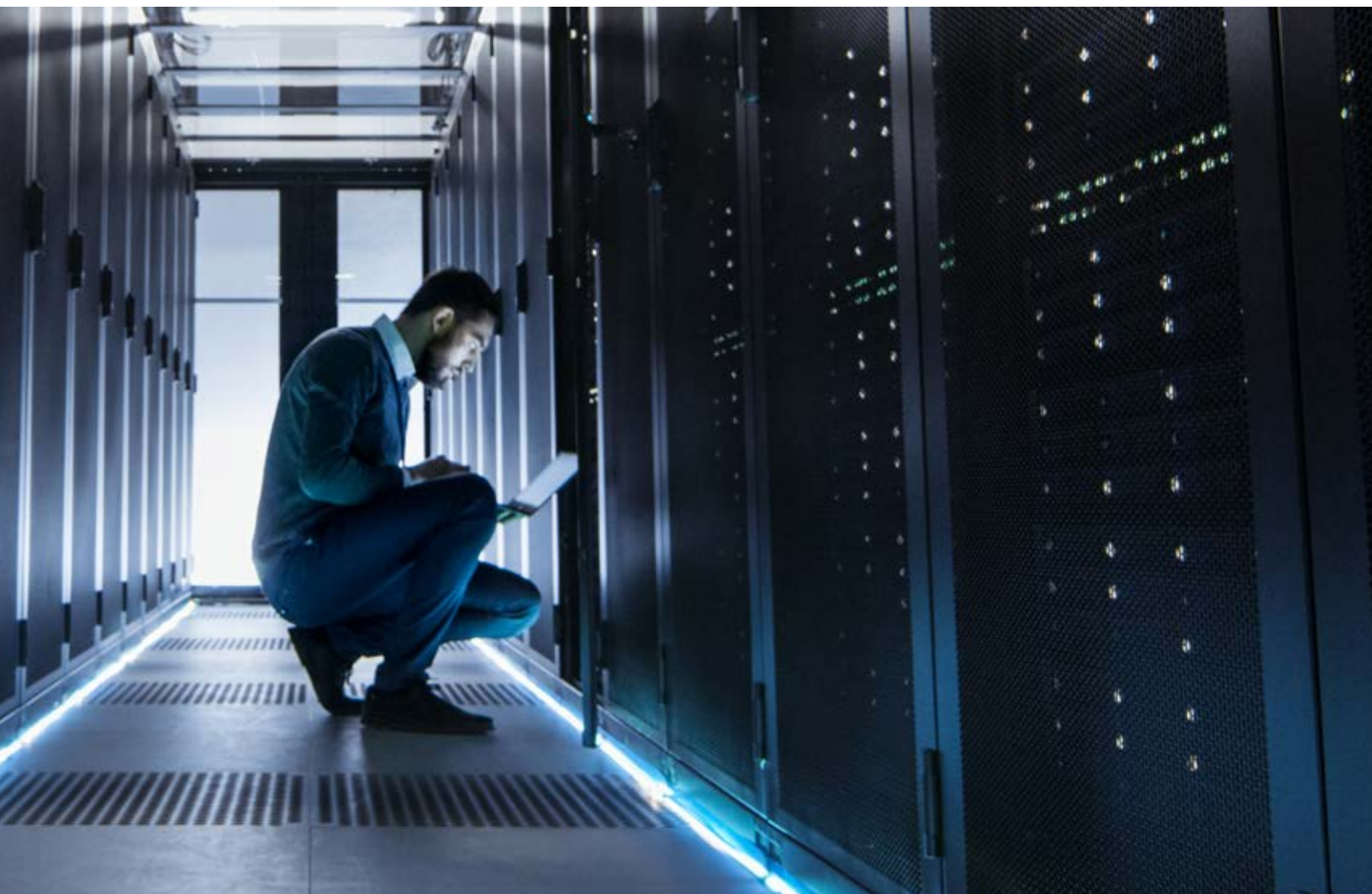


IBM Power Expert Care

A simplified, flexible and standardized
support approach to optimize availability
and reduce costs



Highlights

- Choose the right support level and duration for your business needs
- Obtain additional bundled services and simple pricing with Premium tier
- Upgrade IBM Hardware Maintenance services with optional committed service levels

Maintaining uptime is critical to your enterprise.

Unplanned downtime can have significant impacts on your business. In addition to direct loss of revenues, unplanned downtime may lead to the damage of reputation, customer loyalty and more. You need to be confident that support for your IBM Power® System E1080 facilitates high availability while optimizing system performance. When it comes to system maintenance, you also want to procure critical services as easily as possible. You need a simplified, standardized maintenance approach that helps reduce downtime and costs and frees your IT staff for more strategic business goals.

IBM® Power Expert Care offers you a new way of attaching services and support through service tiers at the time the product is purchased. IBM can help you maintain higher availability of the systems and provide priority services to care for mission-critical requirements of your IT infrastructure.

Choose the right support level and duration for your business needs

The base warranty of the IBM Power System E1080 includes IBM Hardware Maintenance for one-year 24x7 same-day IBM onsite repair. IBM Software Maintenance services must also be purchased with the system for the first year and Proactive Support services are available for an additional fee. IBM Power Expert Care offers two service tiers to allow you to bundle services at the time of purchase of the IBM Power System E1080. IBM Software Maintenance¹ and Proactive Support² services, in countries where available, are prerequisites to purchase with IBM Power Expert Care services. You will select the duration of the coverage desired: 1, 3 or 5 years.

IBM Power Expert Care Advanced includes IBM Hardware Maintenance: 24x7 same-day onsite repair for 3 or 5 years.

IBM Power Expert Care Premium includes the following services for 1, 3 or 5 years:

- IBM Hardware Maintenance: 24x7 same-day onsite repair
- Global Total Microcode Support
- IBM Media Retention Services
- Enterprise Accelerated Value Program

Obtain additional bundled services and simple pricing with Premium tier

With IBM Power Expert Care Premium, you'll receive Global Total Microcode Support services, which provide onsite analysis of firmware and microcode versions of assets and updates by an IBM technician. IBM Media Retention Services allows you to retain hard disk drives (HDDs), solid-state drives (SSDs) and flash memory components for IBM products that are replaced as a result of a service repair action. This service helps you facilitate greater control over sensitive data by allowing you to keep your replaced media components. In addition, Enterprise Accelerated Value Program services provide support governance across your entire IT infrastructure stack, including full stack—hardware and software system security health checks and file set checks along with a specific set of deliverables provided by IBM lab services specialists.

Upgrade IBM Hardware Maintenance services with optional committed service levels

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.³

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 options available in limited countries⁴

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

Conclusion

IBM Power Expert Care is a service approach that integrates and prepackages hardware and software support services into a tiered support model. It is designed to standardize support for IBM Power System E1080, delivering a simplified proposal. IBM Power Expert Care can help ensure more predictable maintenance costs and reduce deployment and operating risks. With IBM as your single source of support from reporting to resolution, you can dramatically optimize system availability, reduce costs and unburden your staff to focus on competencies and business priorities.

Why Technology Support Services?

IBM Technology Support Services professionals have deep expertise in the technology industry. Our experts support over 30,000 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 problem-solving. You can count on IBM Technology Support Services to keep your mission-critical systems running smoothly 24x7.

For more information

Learn about other IBM proactive services that can help accelerate your cloud adoption.

Learn more →

Talk with us →

You can also reach out to your IBM representative or IBM Business Partner for more information or explore the IBM Technology Support Services [website](#).

Additionally, IBM Global Financing provides numerous payment options to help you acquire the technology you need to grow your business. We provide full lifecycle management of IT products and services, from acquisition to disposition. For more information, visit ibm.com/financing.

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¹ IBM Software Maintenance services is a prerequisite to be purchased and is not included in the IBM Power Expert Care services pricing.

² Proactive Support, in countries where available, is a prerequisite to be purchased and is not included in the IBM Power Expert Care services pricing. Not available in the US.

³ In the unlikely event that service-level commitments aren't met, we issue your organization a service credit.

⁴ The availability of committed services varies and may be limited based on country, product and geographic location of the installed machine.

