



Highlights

- Access to expert technical 'Advocates' for your IBM operating systems and 30-minute telephone response times for your critical calls
 - IBM software updates that allow you to gain the full benefits from new features and innovations
 - Two-way electronic service to enable download of fixes
 - Remote monitoring of your systems, proactively identifying errors that may lead to system degradation
 - Error logs and vital product data automatically sent to IBM to enable fast problem resolution
 - Finance options to defer cost to future contract years or build a payment plan to meet your budget requirements.
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IBM Proactive Maintenance

Reducing outages, decreasing downtime, saving costs

If you are building a smarter business, you are going to need smarter computing to build it on. Relying on traditional 'break-fix' maintenance to support the high availability your systems require can be a gamble. Waiting for a problem to happen and then reacting at that point introduces unnecessary risk, anxiety and delay to your business. IBM offers a smart solution – IBM Proactive Maintenance, aimed at avoiding outages in the first place.

For organisations dependent on critical IT systems, assessing and engaging with the best technical support provider requires a balance between the needs of the business, the budget available and the service levels on offer.

But the consequences of system outages can be expensive. Research shows that the cost of system downtime per hour can range from £25,000 to over £3 million depending on the size of your organisation and the business you are in.

IBM Proactive Maintenance helps you to keep outage costs down through the use of advanced IBM analytical tools which help you stay ahead of critical threats and reduce the risk of expensive downtime.

It includes an IBM Gateway Web Portal that delivers:

- Proactive notifications regarding your system's maintenance and security
- Detailed graphical information on system performance and capacity to help predict performance bottlenecks before they happen
- Reports which compare the fixes installed on your system with the latest available from IBM Laboratories
- Updated views of your system configuration data.

Resolve system problems before they affect business operations

By monitoring your systems 24x7x365 with automatic error reporting, IBM can respond faster with more accurate data to quickly resolve problems. And faster problem resolution means higher systems availability.

Problems are automatically sent to IBM Customer Engineers, communicating quickly and more precisely the same information you would normally need to provide to a technician verbally. Service issues are then directly routed to the most appropriate IBM specialist, meaning that the right person with the right skill set is working to resolve the problem right from the start.



IBM Technical Support Services

Datasheet

Prevent service problems before you learn about them the hard way

With IBM Proactive Maintenance based on IBM's knowledge of your systems, we are better able to identify and fix potential problems before they cause system failure.

IBM Proactive Maintenance helps prevent unplanned downtime. IBM has unique access to Predictive Failure Analysis with the ability for components to warn of impending failure before they actually fail, meaning we can often replace components before failure occurs or you even know about it!

System Support Representative (SSR)

A named IBM Customer Engineer will act as your point of escalation for service delivery and will meet you on a regular basis to discuss service quality. This SSR can provide assistance for out of line or pervasive support issues and work with you on microcode management. He or she can also advise on the use of remote support tools and diagnostic aids such as electronic service agents to perform system health checks and to improve the timely resolution of service calls.

Timely access to the latest software updates

With the number of critical releases and security updates increasing daily, it is more important than ever that you stay on top of business-critical software issues. With IBM software maintenance, you can receive timely delivery of updates and fixes, reducing the complexity of maintaining your server software and managing upgrades.

Committed service levels

High availability of your IT is the key to minimising disruption and lost productivity. Depending on your business needs IBM can commit to deliver fix or response time service levels. These are a cost-effective way to deliver faster contact and recovery times for your hardware systems in the event of a failure.

Why IBM?

With Proactive Maintenance IBM pre-empts problems with the resilience of your infrastructure, using open source, automation and analytical technologies. IBM has the tools needed to predict outages, so that we can avoid them. IBM can perform the detailed analysis, accessing product data, to determine the root cause of a problem.

Further information

Please contact your IBM representative or visit ibm.com/uk/tss



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IBM United Kingdom Limited
PO Box 41
North Harbour
Portsmouth
Hampshire
PO6 3AU.

IBM Ireland Ltd.
IBM House
Shelbourne Road
Dublin 4
Ireland.
Eircode D04 NP20

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