

Avoid coverage gaps with IBM Hardware Support Extension

Highlights

- Get world-class hardware support for equipment past its withdrawal date
 - Tailor agreements to meet your enterprise's requirements
 - Obtain a global support extension for consistent, uninterrupted support
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Help reduce risk and protect your technology investments

There are many reasons why you might keep withdrawn machines operating in your production environment—purchasing delays, development and test cycles, or lagging migration projects. But maintaining and repairing withdrawn equipment on your own can significantly increase a range of operational risks and maintenance costs.

IBM Technology Support Services offers hardware extension support for withdrawn equipment. By using this extension support, you can continue to protect your current hardware investment at a more affordable cost while planning your budget more effectively.

An IBM Hardware Support Extension maintenance solution helps reduce risk and protect your technology investments so you can:

- Continue using existing servers, storage units and other hardware more affordably
- Gain more time to complete technology upgrades and migrations
- Acquire additional time for better capital expenditures and budget planning
- Avoid business delays, lost data, sales revenue declines, compliance challenges and decreased staff productivity
- Retain shareholder trust, consumer confidence and customer loyalty
- Support your IT infrastructure while keeping IT staff focused on more productive, business-critical goals

- Enjoy the peace of mind that comes from knowing your withdrawn technology is still protected

Obtain world-class hardware support

IBM Technology Support Services specialists understand not only IBM hardware, but how that technology fits into your entire IT environment. This team has the expertise to help you design and implement a strategy to remain productive using your withdrawn equipment.

Their in-depth knowledge and experience help provide more seamless known defect support, including existing microcode fixes and patches. The service also covers parts replacement, depending on availability.

Tailor agreements to meet your specific needs

IBM Technology Support Services are ready to develop an agreement that matches your requirements regardless of the size of your enterprise and support can be provided onsite or remotely.

Minimize service interruptions and streamline IT budgets

The standard renewal term is 12 months, but IBM has the flexibility to tailor contracts to meet your needs as you replace your withdrawn equipment. If you're not quite ready for a capital expenditure (CAPEX), a support extension can protect your technology investment with a more predictable, easier-to-manage operating expense model.



Why IBM?

Based on more than 70 years of technology support experience, IBM has a multilingual, support team and maintains vendor alliances around the world. IBM has the expertise to help you design and implement a strategy to keep your withdrawn equipment productive. IBM provides full lifecycle management of IT products and services, from acquisition to disposition.

For more information

To learn more about IBM Technology Support Services, contact your IBM representative or IBM Business Partner, or visit the hardware support [website](#).

IBM Global Financing provides numerous payment options to help you acquire the technology you need to grow your business. For more information, visit ibm.com/financing.

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