Avoid coverage gaps with IBM Hardware Support Extension

Help reduce risk and protect your technology investments more cost-effectively

Business benefits

- Provides prompt, onsite and remote, world-class hardware support for equipment beyond the withdrawal date
- Tailors agreements to what your organization needs, no matter its size
- Offers a globally consistent support extension that can more easily provide uninterrupted support

There are many reasons why you may need to keep withdrawn machines operating in your production environment—purchasing delays, development and test cycles, lagging migration projects. But maintaining and repairing withdrawn equipment on your own can significantly increase a range of risks and costs.

Now IBM® Technology Support Services offer continued hardware maintenance service extension support for withdrawn equipment. Using 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 maintenance support extension helps reduce risk and protect your technology investments so that you can:

- Continue using existing servers, storage units and other hardware more affordably for a longer period
- Gain the time you need to complete technology upgrades and migrations
- Obtain 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 and activities
- Enjoy peace of mind that your withdrawn technology is better protected
Providing world-class hardware support
IBM Technology Support Services specialists understand not only IBM hardware but also how that technology fits into your entire IT environment. The team can provide the expertise you need to help you design and implement a strategy to remain productive with your withdrawn equipment.

This in-depth knowledge and experience help make it easier for IBM to provide more seamless Level 1 and Level 2 support, including existing microcode fixes and patches. The service also covers parts replacement, depending on availability.

Tailoring agreements to meet your specific needs
Whether you have one or multiple units, Technology Support Services stand ready to develop an agreement to match your requirements. Support can be provided onsite or remotely.

Avoiding interruptions while streamlining budgets
The standard renewal term is 12 months, but IBM offers flexibility to tailor contracts to meet your needs as you replace your withdrawn equipment. If you’re not quite ready for a capital expenditure, a support extension can protect your technology investment with a more predictable, easier-to-manage operating expense model during the interim.

About IBM Technology Support Services
Based on more than 70 years of technology support experience, IBM has a multilanguage, globally available support team and maintains vendor alliances around the world. The team can provide the expertise you need to help you design and implement a strategy to remain productive with your withdrawn equipment.

Take the next steps
Contact your IBM representative or an IBM Business Partner. To learn more, visit the hardware support 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