

IBM Hardware Service Extension

Protect your withdrawn IBM hardware with a service extension beyond the end-of-service date

- Highlights
 - Helps gain time for a technology refresh and budget planning
 - Help mitigate service disruptions and maintain continuity of support for end-of-service products
 - Reduce risk and protect your current technology investments

Many organizations find themselves relying on critical business applications running on IBM end-of-service (EOS) hardware in their production environment until they upgrade. By purchasing IBM Hardware Service Extension, businesses can protect their current hardware investment and IT budgets while gaining additional time to plan for technology upgrades and provide the answer to lagging migration projects and delays in development and test cycles.

Gain time for a technology refresh and budget planning

Often, organizations require extra time for technology upgrades along with capital expenditure (CapEx) and IT budget planning. IBM Hardware Service Extension provides the peace of mind that your technology can continue to be safely used and protected until you're ready to upgrade. If you need to delay a CapEx, a service extension can protect your current technology investment. This service is designed to meet your business needs and requirements regardless of enterprise size.

When the end-of-service date is within sight for the technology in your production environment, it can feel like you're on a sinking IT ship. Organizations may need to keep equipment operating even as its official support withdrawal date is looming or has passed. You need to mitigate coverage gaps and keep equipment running. And it's equally important to reduce the risk of equipment failure and accompanying business delays, lost data, sales revenue declines, compliance challenges, and decreased staff productivity.

IBM® Technology Lifecycle Services offers IBM Hardware Service Extension for organizations that need to continue support for IBM Power® Systems, IBM Storage, and IBM Z® systems beyond the end-of-service (EOS) date. IBM Hardware Service Extension provides skilled technicians to minimize business disruptions with covered repair parts and support for known hardware defects, freeing in-house IT staff to focus on business-critical activities.



Mitigate service disruptions and maintain continuity of support for EOS products

With IBM Hardware Service Extension, you can extend the useful life of your IBM systems beyond the EOS date while mitigating support coverage gaps. Skilled IBM specialists help support your IT infrastructure to reduce the threat of business disruptions and maintain service continuity which, in turn, helps protect shareholder trust and customer confidence. And downtime caused by failing EOS hardware can result in high costs to your business.

Reduce risk and protect your current technology investments

Running EOS equipment can feel like a risky business, but it doesn't have to be. IBM technical specialists offer globally consistent onsite or remote service to address hardware support needs for withdrawn equipment. Their in-depth knowledge and experience help provide seamless known defect support, including existing microcode fixes and patches. The service also covers parts replacement, depending on availability. IBM's worldwide reach fosters a holistic approach to hardware support services that helps identify dependencies across your organization's IT environment. The service also helps you mitigate the risk of compliance challenges, lost data, and decreased staff productivity that can accompany failed equipment.

Conclusion

IBM Hardware Service Extension provides continuity of support and peace of mind to keep using your EOS equipment with globally consistent hardware support. IBM can help you implement a strategy to protect your technology investment, manage compliance and maintain uninterrupted support with a contract that meets your specific needs as you replace the EOS equipment. You'll gain the time you need to plan technology refreshes and migrations and improve your CapEx and budget planning. Plus, IBM's support for your EOS IT infrastructure frees your staff to focus on business-critical goals and initiatives.

Why IBM Technology Lifecycle Services?

IBM Technology Lifecycle Services professionals have decades of expertise in the technology industry. Our experts support over 19,000¹ 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, helps provide efficient advice and problem-solving. You can count on IBM Technology Lifecycle Services to keep your mission-critical systems running smoothly.

For more information

To learn more about IBM Hardware Service Extension, please contact your IBM representative or IBM Business Partner®, reach out directly to an [IBM TLS expert](#) or visit ibm.com/services/systems-support.

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¹ As of June 2022, IBM Technology Lifecycle Services actively supports 19,071 distinct machine types or models (IBM Systems Support and Multivendor).