

# Simplify tech support for your Open Source ecosystem



**IBM Technology Support Services helps you reduce complexity and support costs for your Open Source Software.**

## **Linux Operating System Subscription & Support**

- Subscription & support for all major distributions of Linux including RHEL, SLES, CentOS & Ubuntu
- Unmatched skills on IBM Z®, IBM Power® and OEM Intel
- Focus on speed to resolution with direct access to IBM development resources
- Basic, Enhanced & Premier support options available
- 99% Linux fix rate (we engage partners less than 1% of the time for L3 support)



## **Commercial Open Source Software Subscription & Support**

- TSS has been supporting open source for 19+ years
- Support solutions available for the Red Hat & SUSE product portfolios
- Our technicians hold key industry certifications
- Software defined storage solutions including IBM Rapid Deploy for Red Hat Storage
- Premium support offerings available including proactive and predictive services



## **Community Open Source Software Support**

- Enterprise-class support for 100+ community versions of open source software
- IBM delivered L1/L2 support
- Available across x86, Power and IBM Z®
- IBM offers advisory services to help developers get answers to questions on topics such as interoperability, installation and configuration. Based on our many years of experience, we will provide expert advice to help make your job easier.

**Enterprise-class support for 150+ community versions of open source software:**

ActiveMQ	Kubernetes	Kafka	PostgreSQL
Cassandra	NGINX	Java	Puppet
CouchDB	WordPress	OpenJDK	Chef
Spark	SugarCRM	Jenkins	RabbitMQ
Tomcat	Docker	MariaDB	Redis
Apigility	Kubernetes	Maven	SugarCRM
Ceph	Elasticsearch	MongoDB	Spring
Gluster	Logstash	Nginx	Zookeeper
Docker	Kibana	Node.js	

To learn more about IBM Technology Support Services Multivendor Software Support, contact your IBM representative or IBM Business Partner, or visit the following website: [ibm.biz/TSS4OpenSource](http://ibm.biz/TSS4OpenSource)

## **IBM Services**

