

IBM Support Insights

Frequently asked Questions

Q: What is IBM Support Insights?

A: IBM Support Insights is a cloud-based service that delivers insights and recommendations based on advanced analytics across multivendor IT infrastructures to help enterprises better manage, maintain, and optimize the health and growing costs of their IT estate. It is a consolidation and enhancement of some of our existing tools: Client Insights Portal, Technical Support Appliance, and Intelligent Networking Support.

Q: What are the key benefits I can expect from using IBM Support Insights?

A: Support Insights can help you:

- Spend less time searching disparate vendor data sources and address problems before they happen with personalized, relevant insights
- Reduce complexity, improve clarity and visibility, and eliminate scripts and spreadsheets to better manage your IT infrastructure through a single, unified view
- Identify and close network security vulnerabilities with insights and recommendations for your devices
- Maintain support continuity with customizable, proactive alerts for expiring and expired support contracts
- Avoid service disruptions and optimize IT availability with product-level recommendations for down-level systems, devices, and software
- Better organize your teams, track your progress, and identify trends with service delivery metrics

Q: How much does Support Insights cost?

A: IBM Support Insights is available at **no cost** with an active IBM support or maintenance agreement including, but not limited to hardware warranty, hardware maintenance, software maintenance, Integrated Multivendor Support, or Managed Maintenance Solution.

Q: What vendors does IBM Support Insights support?

A: In addition to IBM systems and storage, IBM Support Insights also supports non-IBM systems, such as Oracle, HP, Cisco, Dell, Fujitsu, Lenovo, NetApp, EMC, Juniper, Brocade, QLogic, F5, Fortinet, Avaya, Check Point, Palo Alto, Red Hat, ubuntu, CentOS, VMWare, Suse, and Symantec.

Q: What does IBM Support Insights need to give me insights and recommendations for my IT infrastructure?

A: In addition to an active IBM support or maintenance agreement, active use of IBM Support Insights for your IT infrastructure requires the installation of data collectors to collect metadata about your networks and devices. This metadata is securely shared with IBM, then analyzed and transformed into valuable insights. The following data collectors are utilized by IBM Support Insights:

- IBM's Technical Support Appliance (TSA) is used to collect metadata from IBM devices, VMware, Linux hosts, and more. It is developed and supported by IBM. More details about the IBM Technical Support Appliance – including security protocols, access to the data collector, agentless setup and configuration instructions, and sample reports and tutorials, can be found [here](#).

- Cisco’s Common Services Platform Collector (CSPC) virtual appliance is used to collect additional metadata for Cisco devices. It is developed and supported by Cisco.
- Netapp’s AutoSupport mechanism is used to collect additional metadata for Netapp devices. It is developed and supported by Netapp.

If you don’t wish to install a data collector, you also have the option to manually compile data from your own internal sources and provide it to IBM. For example, you can export from a Configuration Management Database (CMDB) or use Ansible automation to collect the metadata required by IBM Support Insights.

Once you have subscribed, our customer success team will help you to get started with active use.

Q: Will my data be secure?

A: Yes, metadata that is transmitted and stored in the IBM Cloud and data centers is secure both in transit and at rest. For example, TSA uses the same proven encrypted https connectivity to IBM widely used for IBM machine “call home” support. Our metadata security uses encryption that complies with IBM corporate security guidelines including General Data Protection Regulation (GDPR) and other industry standards.

Detailed technical information about how customer data is secured is available in the following collector-specific documentation:

- [IBM® Technical Support Appliance Connectivity Security White Paper](#)
- [Security Architecture of the CSPC System](#)
- [Security and Privacy of NetApp Telemetry Data](#)

Q: What type of data is collected?

A: IBM Support Insights only collects information required to provide you the ability to manage your inventory and access insights and recommendations to improve your support. System metadata like asset characteristics, capacity, configuration, and performance is collected and used. Typically, this data will include:

- Name, manufacturer, IP address, model, OS version & level, and type of devices
- Inventory and configuration metadata for a system’s resources such as cards, adapters, modules, disks, etc. and their serial numbers and microcode levels
- Performance metrics
- Customer information used to associate inventory data with a specific client (only used by designated IBM service personnel)

Q: [Who can access my data?](#)

A: Access to the metadata that is collected is strictly limited to:

- The primary customer contact who administers the portal
- The customer’s system administrators and operations team members who are authorized to access the portal
- The IBM and Partner teams that are responsible for the day-to-day operations and maintenance of the portal and accompanying backend services
- IBM personnel assigned to customers to provide support services

Q: Can I try IBM Support Insights without installing a data collector?

A: Yes! Simply register [here](#) with an IBM ID to access an interactive demo that will show you the features, functions, and capabilities of the IBM Support Insights platform using sample client data. If you don't have an IBM ID, one will be created for you.

Q: How do I access IBM Support Insights if I'm already registered?

A: You can access IBM Support Insights [here](#).

Q: What do I need to do if I'm an existing user of one of the existing tools (Client Insights Portal, Technical Support Appliance, or Intelligent Networking Support)?

A: Nothing! You are automatically registered for IBM Support Insights. Continue to access the benefits of the portal and reports as you do today – however things may look a bit different. We have made improvements based on IBM design best practices and user feedback. We are also investing in additional Data and AI technology to enhance your experience and increase the value you will get out of the platform. As an existing user you will be able to reap the benefits as improvements are released. To start using any additional capabilities that may be available to you, follow the instructions in the [Client Insights Portal](#).

If you have any feedback, comments, or suggestions to help us further shape and improve your experience, please [let us know](#).

Q: Where can I learn more about IBM Support Insights?

A:

1. Check out the [IBM Support Insights website](#)
2. Register [here](#) to try out the interactive demo
3. Ask your local IBM sales representative