



Highlights

- Provides a single source of more reliable and cost-effective support
 - Helps to improve systems availability via diagnostic, usage and defect support
 - Delivers industry-leading support through IBM's world-class infrastructure
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IBM Cloud Open Source Support

Simplifying open source software support via a single-source solution

Your reasons for choosing open source software (OSS) were simple—flexibility, speed and cost reduction. However, getting support for your OSS isn't so simple, especially when you're running several OSS packages at once. Hiring expensive consultants, mining through OSS communities for answers, or seeking support from multiple service providers can all add up to increased costs, risks and time—possibly defeating your purpose for choosing open source in the first place. And you can't afford production delays caused by downtime. Fortunately, IBM offers a go-to solution for robust OSS support.

IBM Cloud Open Source Support can simplify support for your OSS and help improve systems availability. The remotely delivered global offering provides a single source of support for some of the most commonly used OSS packages running in the cloud or on x86, IBM® Power® and IBM z Systems®. This support includes virtually unlimited assistance with everything ranging from diagnostic and installation questions to how-to and usage support. And with around-the-clock coverage options delivered in collaboration with Rogue Wave, our offering helps you maintain an “always-on” OSS environment.

Providing a single source of more reliable and cost-effective support

Unlike many other service providers that may only service their own OSS distributions, we provide a single source of remote support for numerous OSS packages, whether they're running on cloud, hybrid cloud or locally deployed systems. And if you need coverage for distributions such as SUSE, Red Hat and Ubuntu, you can easily combine the offering with other flexible solutions like IBM Support Line for Linux. Best of all, we offer competitive pricing—enabling you to get bang for your buck.

Helping to improve availability via diagnostic, usage and defect support

To expedite problem resolution, we provide diagnostic support, including root cause analysis—saving you the time and effort of troubleshooting the issue beforehand. What's more, we offer assistance with a wide range of



issues, including how-to, usage, configuration, installation, product compatibility and interoperability questions. And we provide faster response times¹ for virtually every level of problem severity.

For more complex issues, we provide support in collaboration with OSS industry-leader Rogue Wave. For example, Rogue Wave offers defect support, including code development and fixes for CentOS. And if they can't write a fix for other OSS packages, they'll leverage their extensive community connections to find you a speedy solution—saving you the painful legwork in the process.

Plus, with options for around-the-clock² or 9-5 support, you can rest assured that you'll get the support when you need it most.

Delivering industry-leading support through IBM's world-class infrastructure

Our solution provides a rapid source of quality support—enabling you to focus on moving your business forward. Additionally, we offer a world-class infrastructure of people, processes and proprietary tools that span 170 countries. In fact, our team of highly skilled professionals has been providing Linux support for over 16 years.

Moreover, since 1999, IBM has been delivering leadership and innovation to the Linux community through our Linux Technology Center (LTC). IBM is a major contributor to the Linux development community with 600 developers worldwide. Through the LTC, we can leverage the expertise of more than 7,000 skilled Linux consultants worldwide to resolve some of the most challenging OSS issues.

Why IBM?

IBM is platform agnostic—enabling us to provide a one-stop support source for practically all your IT needs. Therefore, by choosing IBM, you can consolidate support for your OSS packages and your IBM and non-IBM hardware and software. In addition to leveraging IBM's 16-plus years of experience supporting the open source community, you can tap into Rogue Wave's expertise for resolution of some of the most complex problems. We are ready to deliver the support you expect from an industry leader.

For more information

To learn more about IBM Cloud Open Source Support, please contact your IBM representative or visit the following website: ibm.com/services/techsupport



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¹ During prime shift, IBM's response time objective is two hours for voice and electronic problem submissions. For voice problem submissions outside of prime shift hours, IBM's response time objective for severity 1 (most critical problems) is two hours and, if available; if you select the 24x7 severity option, four hours for non-critical problems. For electronic problem submissions during other than prime shift, IBM's response time objective is within two hours of the start of prime shift on the next business day. IBM is not responsible for delays in electronic response delivery caused by systems and network problems.

² IBM provides severity 1 assistance 24 hours a day, every day of the year for eligible products if you select the around-the-clock option.



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