

IBM Proactive Support offers additional options that help provide greater flexibility when customizing support

Table of contents

- | | |
|---|--|
| 1 Overview | 2 Country availability |
| 1 Planned availability date | |

At a glance

As the digital world continues to transform, IBM^(R) is dedicated to making sure IT infrastructures keep running around the clock. By offering additional options that can be included on top of IBM Proactive Support, clients will have more ways to leverage services and support needs to help ensure optimal uptime and performance.

Overview

Proactive Support additional options go even further to deliver the types of services and support you need as your business continues to grow and evolve. Options include:

- IBM Proactive Support for AIX^(R) and IBM i Additional Options (6942-43X)
- IBM Proactive Support for Storage Additional Options (6942-43W)
- IBM Proactive Support for IBM Z^(R) Additional Options (6942-72N)

Proactive Support additional options include several components:

Health Checks for IBM Power^(R) and IBM Storage

This option is designed to:

- Assess the health and resilience of your system
- Validate the functional integrity of eligible machines
- Provide the status of the connections within your environment to help keep it running optimally and to flag potential problems before they arise

Frequency of Reports and Status Calls

This option enables you to customize report intervals to meet the specific needs and demands of your complex business.

Onsite Reviews

This option is designed for clients who wish to have IBM participate in person for status meetings and report reviews to help provide a more engaging and personalized experience.

Planned availability date

April 22, 2022

Availability within a country is subject to local legal requirements.

Accessibility by people with disabilities

Accessibility Compliance Reports (previously known as a VPAT) containing details on accessibility compliance to standards, including the Worldwide Consortium Web Content Accessibility Guidelines, European Standard EN 301 349, and US Section 508, can be found on the [IBM Accessibility Conformance Reports](#) website.

Country availability

Country	Planned availability date
Anguilla	April 22, 2022
Antigua and Barbuda	April 22, 2022
Aruba	April 22, 2022
Bahamas	April 22, 2022
Barbados	April 22, 2022
Bermuda	April 22, 2022
British Virgin Islands	April 22, 2022
Canada	April 22, 2022
Cayman Islands	April 22, 2022
Curacao	April 22, 2022
Dominica	April 22, 2022
Grenada	April 22, 2022
Guyana	April 22, 2022
Jamaica	April 22, 2022
Montserrat	April 22, 2022
Saint Kitts and Nevis	April 22, 2022
Saint Lucia	April 22, 2022
Saint Vincent and the Grenadines	April 22, 2022
Sint Eustatius and Saba Bonaire	April 22, 2022
Sint Maarten	April 22, 2022
Suriname	April 22, 2022
Trinidad and Tobago	April 22, 2022
Turks and Caicos Islands	April 22, 2022

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