



Highlights

- Streamlines IT inventory management and support-coverage information for IBM and multivendor equipment
 - Eases support management and helps reduce time and complexity
 - Helps optimize IT availability by recommending code updates
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IBM Technical Support Appliance

Streamline IT inventory, code currency and contract management

What IT equipment is currently running in your data center network? Do you have support-contract exposures? Are your firmware and operating system (OS) levels up-to-date? Having the answers to these questions can prevent costly business disruptions. But researching the latest updates, tracking your inventory with spreadsheets and reconciling mounds of support contracts can be tedious and time consuming. What if you could identify your multivendor device inventory and maintenance information through a single solution? With IBM Technical Support Services (TSS), you can do just that.

Bundled with select TSS offerings, Technical Support Appliance (TSA) is designed to improve IT uptime, streamline inventory management, ease support-contract reconciliation and reduce gaps in support coverage. TSA can intelligently gather IT inventory and analyze its support-coverage status. In addition to discovering inventory information from IBM systems, the technology also supports discovery from non-IBM systems such as Cisco, HP, Oracle, Dell, Juniper, NetApp, EMC and more.

Using advanced analytics, TSA can evaluate this information, combine it with our worldwide support information and compile inventory and support recommendations into valuable reports designed to optimize IT availability.



Ready to go from reactive to preemptive support?

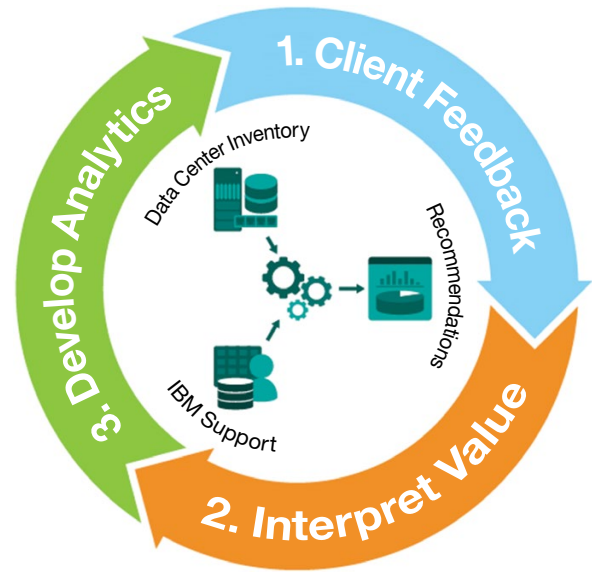
Use data as your defense against potential downtime. TSA provides inventory and maintenance reports that include the following information about your IBM and non-IBM systems:

- List of discovered inventory
- IBM maintenance and warranty status
- System descriptions
- Machine type, model and serial number
- Firmware levels
- Operating system code levels
- Versions and fix levels
- Code currency recommendations for select platforms

Streamlines IT inventory and support-coverage information

Being proactive begins with knowing your IT inventory and the status of your maintenance contracts. After all, this information forms the foundation of your support decisions. In just four steps, TSA can improve inventory gathering to help you achieve better stability and asset management for your multi-vendor IT environments:

1. You configure TSA to discover basic support-related information such as hardware inventory, code levels, virtual machines, and OS information from designated devices.
2. The inventory information is shared with IBM TSS using security-rich transmission protocols.
3. IBM uses advanced analytics and worldwide support knowledge to help identify code currency and support contract vulnerabilities.
4. You continuously collaborate with your IBM TSS focal point.



In this way, automating your inventory information can save your IT team from manually collecting and documenting the data—freeing you to focus on your core business activities. It can also help you avoid support gaps and simplify support contract reconciliation. What’s more, TSA can only gather standard inventory information from machines that *you* specify. Plus, the workloads and business information of your IT devices and what they process aren’t visible or recorded. So you can enjoy all the benefits of TSA while safeguarding your business data.

Moreover, TSA discovers vulnerabilities such as out-of-date firmware levels, server and storage incompatibility, expired support contracts, and even hardware that has reached end-of-support status. The findings are compiled into a set of reports that are designed to be comprehensive. Your IBM support representative discusses the TSA reports with you, giving you a chance to get answers to your questions or ask for more information about your IBM or multivendor equipment. Think of it as an ongoing, collaborative relationship, where we listen to your feedback and specific needs, and improve the solution accordingly. In other words, you get a preemptive support solution that you can tailor along the way.

Eases support management and helps reduce time and complexity

With IBM as your single point of contact for technical support, you can avoid the challenges and costs of managing multiple vendors. And TSA can simplify data center management by consolidating your important IBM and multivendor device maintenance and inventory information into one place. TSA uses various IBM support tools, such as IBM System Storage Interoperation Center (SSIC) for storage recommendations, IBM® Power Systems™ Fix Level Recommendation Tool (FLRT), and warranty and contracts lookup—helping you avoid the time and expense of accessing these technologies individually.

Of course, TSA can also support significant cost savings by helping you avoid IT and support issues before they lead to costly outages.

Helps optimize IT availability by recommending code updates

Keeping your code levels up-to-date is key to maintaining IT availability. But staying on top of code updates can be challenging. TSA can reduce IBM Storage, IBM Power Systems, IBM AIX® and Linux issues by automating version-update checks for these platforms. Additionally, TSA helps you manage IBM server to storage code compatibility to support the improved performance and stability of those environments. The solution even provides step-by-step instructions for updating code on select storage and connected servers. By giving you knowledge of what's running in your IT environment and its maintenance status, TSA can ease the uphill maintenance battles you may face daily while boosting uptime.

Why IBM?

We offer virtually unparalleled support for IBM systems and decades of experience supporting both IBM and multivendor systems. That experience includes alliance partnerships with industry-IT leaders and numerous multivendor support offerings. What's more, TSA helps preempt IT issues by providing the inventory knowledge, support tools and insights you need to proactively manage your IT availability. Team up with IBM Technical Support Services, and experience the value of proactive support today.

For more information

To learn more about Technical Support Appliance, please contact your IBM representative or IBM Business Partner, or visit the following website:
<http://www-935.ibm.com/services/us/en/it-services/technical-support-services/technical-support-appliance/>



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Global Services
New Orchard Road
Armonk, NY 10504

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