



# **ITIC 2017 Global Server Hardware Server OS Reliability Results:**

***IBM Power Systems Results Summary***

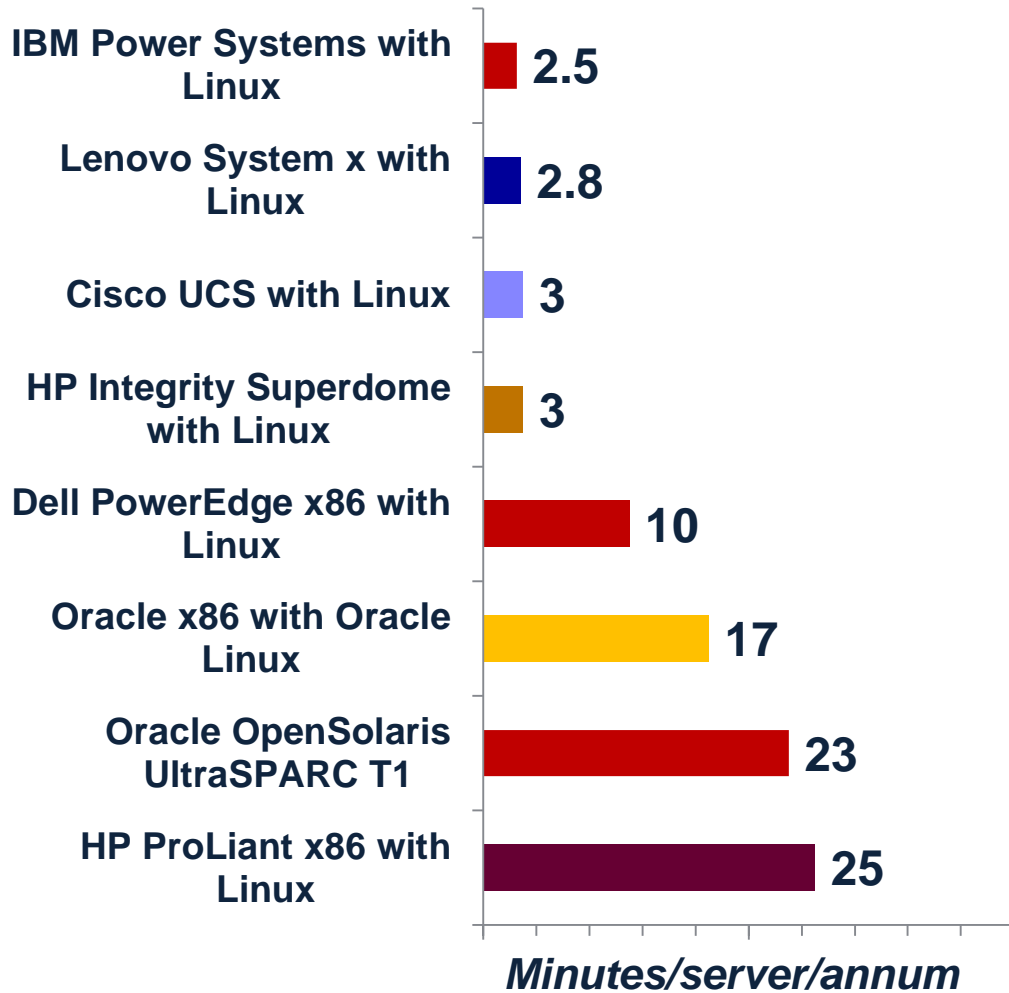
***Updated June 2017***

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# IBM Power Systems Ranks # 1 in Every Major Reliability Category

- **Reliability/Performance/Uptime:** Since 2008 when ITIC conducted its initial Global Server Hardware and Server OS Reliability Survey **IBM Power Systems has consistently achieved the highest reliability ratings in every category besting competitors year after year. This is no accident.** The ability of the Power Systems platform to maintain peak performance and reliability speak to the technical excellence, leading edge features and robustness of the hardware platform. The rock solid reliability also reflects the consistency of IBM's technical service, support and ability to respond quickly to address any issues that arise.
- **Highest Server Reliability:** IBM Power Systems hardware platforms achieved the highest levels of reliability; on average, IBM Power Systems running Linux have least amount of **unplanned** downtime 2.5 minutes per server/per year of any mainstream server platform: **71%** of Power Systems server users had 99.999% uptime (5.25 minutes of per server/per annum downtime) compared to 58% of HP Server users and 40% of Oracle HW users.
- **Customer Satisfaction:** **Eight out of 10 – 84% of IBM Power Systems** users rated their satisfaction with IBM Power Systems server setup, configuration and provisioning “excellent” or “very good.” This is a six percent increase from the 2015 survey results. Anecdotal user responses attributed this to a combination of incremental performance enhancements; superlative IBM technical support and the inherent reliability/stability of the Power Systems server platform overall.
- **Rock Solid Security:** Security continues to be Power Systems strong suit vis a vis all rivals with Power Systems users experiencing on average only four (4) successful security penetrations in last 30 months between January 2015 and June 2017, the best of any mainstream server platform.
- **Robust Linux:** In ITIC's 2017 Reliability survey, IBM Power Systems w/Linux scored highest reliability among Linux OSes: **2.5 minutes of unplanned per server/per annum downtime vs. 3.5 minutes** in 2016 survey; the best of results among all servers.
- **Highly Reliable Virtualization:** **IBM Power Systems** continues to be rated among the most consistently reliable virtualization offerings. In interviews, customers noted that configuration and setup were straightforward and they rarely, if ever encountered reliability issues.
- **Lowest Maintenance:** In the June 2017 survey **IBM Power Systems server administrators** continue to spend the **least** time rebooting the server OS, including planned reboots to add or reconfigure system resources. Over three-quarters – **79%** of IBM administrators “**rarely or never**” **reboot** the server compared with 61% of HP managers; 51% of Dell administrators, 59% of Oracle administrators and 41% of Windows administrators

# How much **Unplanned Downtime** have you experienced, per server/per annum in minutes in 2017?



- IBM z Systems mainframe class servers exhibit true fault tolerance experiencing just 0.96 minutes of **unplanned** per server, per annum annual *downtime*
- IBM Power Systems and Lenovo System x running Linux have least amount of **unplanned** downtime 2.5 and 2.8 minutes per server/per year of any mainstream Linux server platforms (exclusive of z Systems)
- 88% of IBM Power Systems and 87% of Lenovo System x users running RHEL, SuSE or Ubuntu Linux experience fewer than one **unplanned** outage per server, per year.
- 80% of IBM Power Systems Linux users experience <10 minutes of **unplanned** server downtime annually

# IBM Power Systems is Most Secure Mainstream Server Platform; Averages 4 Successful Security Penetrations between 2015 - 2017

Number of Successful Security Breaches By Server Platform Experienced in  
last 12 - 30 Months

