# Linux Subscription for Linux Support

*Keep Linux performing at its peak with cost-effective support*

## Highlights

- Helps streamline Linux support and boost efficiency with single-vendor, remote expertise

- Helps reduce downtime by providing more efficient problem determination and resolution

- Provides a more financially sustainable solution with pricing designed to be budget friendly

To make the most of the versatility, flexibility and efficiency of your Linux enterprise server systems, you need to maintain their availability and optimal performance. But it can be challenging to dedicate in-house resources to Linux maintenance, and augmenting your staff with support from multiple vendors can quickly become costly and inefficient, defeating the purpose of contracted help.

IBM® Software Support Services – Support Line – Linux Subscription for Linux Support can provide single-vendor, remote support for your Linux infrastructure. Our specialists can offer "how to," installation, compatibility and troubleshooting help. We can also serve as a single point of contact for cost-effective subscriptions that help keep your Linux system running at its best. Our expertise and global support infrastructure help resolve issues more quickly, boost business efficiency, reduce downtime and control support costs.

## Helping to streamline support and efficiency with single-vendor expertise

With multiple vendors supporting Linux, you may find yourself devoting more time to managing them than staying on top of your own workload. IBM can serve as a single point of contact for support, reducing the time required to manage vendors and freeing up employees to focus on other priorities. And with one contract, there's no need to manage separate agreements, which helps simplify support and save even more time.

## Helping reduce downtime by providing more efficient problem resolution

System failures in your Linux environment need to be resolved quickly to avoid impacting productivity. To help get your systems up and running, we can provide simplified access to technical specialists who are skilled in troubleshooting problems in Linux environments. We offer around-the-clock support for critical issues through a toll-free telephone number or electronic ticket, with unlimited calls and callers. From the initial report through problem resolution—our services help resolve issues more efficiently to support reduced downtime.

## Providing budget friendly pricing for a more financially sustainable solution

Software support services and maintenance subscriptions can be costly, forcing you to choose between exceeding your budget and reducing your Linux availability with scaled-back support. We've specifically designed our service to help free you from this dilemma. Our maintenance subscriptions, combined with Support Line for Linux, provide remote usage, installation and troubleshooting assistance to help you sustain Linux availability with support designed to be budget friendly.

## Why IBM?

IBM has a long history of supporting multivendor systems and contributing to the open-source community. We can also offer virtually unparalleled expertise to support Linux across IBM systems and original equipment manufacturer (OEM) x86 platforms certified for Linux. Our services are designed to help keep your Linux system running at top performance.

## For more information

To learn more about IBM Software Support Services – Support Line – Linux Subscription for Linux Support, please contact your IBM marketing representative or visit: **ibm.com**/services/techsupport

Additionally, IBM Global Financing can help you acquire the IT solutions that your business needs in the most cost-effective and strategic way possible. For credit-qualified clients we can customize an IT financing solution to suit your business requirements, enable effective cash management, and improve your total cost of ownership. IBM Global Financing is your smartest choice to fund critical IT investments and propel your business forward. For more information, visit: **ibm.com**/financing