1. Comprehensive support for your open source ecosystem

Combat complex, expensive and time-consuming management solutions

IBM supports over 100 of the most commonly used open source packages, including:

- Apache Tomcat
- OpenJDK
- PostgreSQL
- MySQL
- Kubernetes
- Jenkins
- ElasticSearch

Check the full list

2. Alleviate internal staff

Enable in-House IT staff to stay focused on strategic objectives

Support from people you know and trust

With IBM you get a 99 percent Linux fix rate and access to our deep community of skilled Linux developers and consultants

3. Single point of contact

Reduce the complexity of managing support solutions scattered across many vendors

20% reduction in time spent on vendor relationship management

4. Predict, instead of repair

Most problems stem from intra-package compatibility issues or issues between the open source software support package and the Infrastructure environment

64% of incidents were automatically resolved with the help of IBM Technology Support Services

Managing this complexity can be a challenge, but there are surprising benefits in having a single source of support for your community and commercial open source software support applications, running on cloud, hybrid cloud or locally deployed systems.

Find out more

80% of support issues for open source software support stem from lack of product knowledge or environmental incompatibilities.

Find out more

Trust the proven experience and expertise of IBM for your open source software ecosystem and see how open source software support services can work for you.

Find out more

¹ 2017, Open Source Support Report, Rogue Wave Software
² Internal IBM data as of October 2018
³ The Total Economic Impact (TM) of IBM Multivendor Support Services (MVS), A Forrester Total Economic Impact (TM) Study Commissioned by IBM, January 2019
⁴ [ibm.com/common/ssi/cgi-bin/ssialias?subye=WH&inotype=SA&htmlfid=DIW03006USEN&attachment=DIW03006USEN.PDF]