Technology lifecycle services for IBM Storage

Accelerate adoption and protect your infrastructure investment

Highlights

Plan and deploy enterprise storage solutions

Customize support options with IBM Expert Care

Optimize IBM Storage systems

Refresh to the latest technology

Businesses in today's complex hybrid IT environment need technical advice and services to take full advantage of new technologies while keeping their existing infrastructure up and running. They need smart support to help predict and prevent unplanned disruption as well as technology services that accelerate how businesses take advantage of the opportunity hybrid technology environments present. These hybrid architectures need to be designed and planned to excel, but they must also be executed flawlessly across the product and solution lifecycle with precious few skilled resources available.

IBM® Technology Support Services (TSS) offers technology lifecycle support and services for IBM Systems products, Red Hat, and leading third-party systems and software. IBM support processes are infused with AI, from client self-service to internal automation, reducing total time-to-resolution. IBM plans, deploys, supports, optimizes and refreshes hybrid cloud and enterprise IT data center infrastructure, enabling organizations to protect their IT investment and consistently maintain high availability for mission-critical workloads across the product lifecycle.

Plan and deploy enterprise storage solutions
IBM TSS offers technology lifecycle services to help clients leverage the unique capabilities of IBM Storage systems to plan and deploy enterprise storage solutions that enable operational agility and resiliency. Clients can leverage advisory services to determine the best solution for hybrid cloud, containerization, cyber resiliency, modern data protection, and monitoring and analytics for multiple-vendor storage environments. They can analyze storage environments for the best alignment of business and IT data strategies, recommend and deploy storage solutions to enable clients to reduce complexity, and leverage legacy systems while integrating new technologies.

In the deployment phase, expert Storage consultants deliver infrastructure services to help clients leverage the unique capabilities of IBM Storage for today's hybrid cloud and enterprise IT data centers. With IBM Storage, including Spectrum® Scale, Elastic Storage® Server, Spectrum Protect, and Spectrum Virtualize, TSS consultants can help clients deploy the storage foundation for the next-generation IT infrastructure that empowers their business. TSS can also assist with tasks such as relocation, removal, replacement of parts or units, configuration changes, image restoration, and firmware updates. IBM services are designed to help clients solve business challenges, gain new skills, and apply best practices.

Customize support options with IBM Expert Care

IBM Expert Care is included with most Storage systems and includes customizable support options. Expert Care integrates and prepackages hardware and software support services into a tiered support model that enables clients to choose the right services for their organization. This approach to support helps ensure more predictable maintenance costs, reduces deployment and operating risks, and allows organizations to choose to maintain higher availability and access priority services to care for mission-critical requirements of their IT infrastructure.

In this complex environment, the old "break and fix" mentality is no longer acceptable. A proactive support approach is needed to not only stay ahead but also to free resources up to focus on other business challenges. Premium services are available as an add-on when Expert Care is not available and in some Expert Care tiers. These services are designed to help clients balance high availability and improved affordability while maintaining converged, virtualized, and cloud-based IT environments.

Premium service options may include services to proactively manage code loads, provide predictive alerts and recommendations, and the potential to get dedicated support from an IBM Expert Care Technical Account Manager (TAM). The Expert Care TAM understands each unique IT environment, leverages proprietary diagnostic tools, and speeds up the identification and resolution of issues across hardware and software technology from IBM and other vendors, delivering time and development options back to the client.

Optimize IBM Storage Systems

Whether clients are experiencing issues between systems and applications, worried about sub-optimal performance, or just looking for ways to get the most out of their infrastructure, TSS has the expertise to help with the right people, processes, and technology. From simple checklists to deep health checks, IBM experts can help clients uncover and fix sub-optimal infrastructure scenarios, analyzing the health and optimizing the performance of their IBM Storage systems. IBM experts leverage proven methodologies to help clients optimize their IT infrastructure.

Refresh to the latest technology
As the product lifecycle reaches its end, it's time to refresh. Whether it is a simple upgrade to a new version or a migration to a completely new solution, IBM Technology Support Services can help. Capacity planning services enable clients to decide whether they just need more storage capacity or whether they need to consider a new solution. IBM can help prepare clients' infrastructure for the next steps with services like data validation and pre-migration assessments and recommendations as well as the implementation services to take action. Advisory services can assist with determining the best strategy for organizations to adopt.

Conclusion:
Managing and protecting your IBM Storage investment and consistently maintaining high availability for mission-critical workloads can be challenging. TSS can help clients plan, deploy and operate their next-generation hybrid cloud IT architecture to enable any possibility.

Why IBM Technology Support Services?
IBM Technology Support Services professionals have decades of expertise in the technology industry. IBM's worldwide reach enables delivery of a holistic set of hardware and software support services that help identify dependencies across clients' IT portfolio. IBM's proven history of service, technical support and reliability, combined with access to IBM product development and engineering labs, helps provide efficient advice and problem-solving. Clients can count on IBM Technology Support Services to keep their mission-critical systems running smoothly 24x7.

For more information
To learn more about Technology Lifecycle Services for IBM Storage please contact your IBM representative or IBM Business Partner®, or visit ibm.com/ services/technology-support.