



Highlights

- Extends support for IBM i 6.1 software after the End of Service date
 - Support for new defects
 - Helps improve systems availability and resiliency through faster and more efficient problem resolution
 - Technical advice and guidance, 24x7 for critical issues
 - Easy access to IBM technical expertise
 - Reassurance and peace of mind
 - Continued support to allow plans for an upgrade to a currently supported version of software.
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IBM i 6.1 Service Extension

Ensure access to continued IBM Technical Support after the End of Service date

A lack of in-house expertise for IBM i 6.1 can lead to increased downtime that may disrupt your business operations. The service extension for IBM i 6.1 can provide up to three years of continued technical support for IBM i 6.1 after the official 30th September 2015 End of Service date.

This service allows you to run the IBM i 6.1 operating system with continued access to IBM Technical Support while you plan upgrades to a supported version or decide the next steps. Support is available 9am to 5pm, Monday to Friday, and 24 hours a day, everyday for critical incidents.

IBM offer flexibility to customise this support, for your IBM i 6.1 environment to support your unique requirements. By providing easier and more direct access to our highly skilled technical specialists, our solution allows you to raise 'how-to' and short-duration usage questions as well as providing fixes for new defects.

By taking advantage of IBM Technical Expertise, you can help your staff more easily support your End of Service IBM i 6.1 release.

Benefits

IBM offers easy access to technical support specialists either by phone or via electronic means. IBM owns the code and updates to the code. This means only IBM can offer defect support for End of Service software versions.

IBM assistance:

- Offers continued support including fixes for new defects
- Reduces business risk and downtime after End of Service
- Allows unlimited calls to be placed
- Supports the productivity of your IT staff with easy access to experienced technical specialists and resources
- Enhances your IT availability and performance
- Offers reassurance and peace of mind
- Enables faster problem determination and resolution.

IBM will provide timely access to latest fixes for IBM i 6.1 and aim to provide fixes and/or workarounds for new problems identified.



IBM Technical Support Services

Datasheet

Why you should consider a Service Extension

This is relevant if you have a need to run back level software, for example:

- Your business application may not support later levels of software
- Plans to migrate may have been delayed or require a little more time to complete
- Systems may be stable and you may wish to run older software at this time.

IBM Service Extension support is tailored to your product inventory and the length of time that you need support. This specified time period is typically 12 months and it can be from a minimum of three months up to a maximum of thirty six months from the announced End of Service date.

IBM will provide you with access to technical support when needed for critical issues. This allows you to support your existing environment while planning to upgrade or considering alternative options.

Service Extension prerequisites

A relevant IBM Software Maintenance/Support contract for the required software product for the duration of the Service Extension.

Please note: Fixes for new defects may require prerequisite or co-requisite fixes.

This service does not include:

- Code changes or testing required to establish support for hardware or software that is currently not announced as supported by IBM i 6.1
- Cross-product integration testing or duplication of your hardware configuration.

Obtaining a quote

Please provide the following information to your IBM sales contact:

Client details: Name, address, contact name

System information: For each system provide machine type and model, serial number and number of active CPUs running IBM i 6.1

Term: Period of support, for example: 12 months.

You can view IBM i 6.1 in the Software Lifecycle by searching for the product title or by this product ID:5770-SS1 here: ibm.com/software/support/lifecycle

You can also use the lifecycle to check for potential End of Service Dates on other versions of software that you may be running.

Further information

Please contact your IBM representative or visit ibm.com/uk/tss

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 more information, visit: ibm.com/financing



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