

IBM Technical Account Manager with enhanced response time offers additional support service options for IBM Power servers

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Overview

IBM^(R) Power^(R) Expert Care is a simplified method to select services and support for IBM Power Servers at the time of purchase. Power Expert Care is designed to simplify and standardize the support approach for IBM Power Servers with simple, straightforward pricing and selection of services.

Power Expert Care Premium is designed to maximize product resiliency and reliability while minimizing the operational costs associated with managing and maintaining increasingly complex and integrated IT environments. Premium services enable faster and more consistent access to IBM specialists so that you can expedite issue resolution and optimize IT staff efficiency.

Technical Account Manager is a critical, product-based support role that will serve as the key client interface for in-scope hardware and software, delivering partnership and consultancy, as well as direct engagement on high-priority support cases.

Key requirements

- Power 10 scale-out or midrange server with Premium Expert Care and one of the following operating systems:
 - AIX^(R)
 - IBM i
 - Linux^(R)
 - SAP Linux
- IBM Software Maintenance (SWMA) is a mandatory prerequisite
- For IBM Power Expert Care Premium, IBM basic software support for Red Hat^(R) or SUSE program support is a mandatory prerequisite
- For SAP HANA machines, IBM basic support for SUSE or Red Hat Linux program subscription is a mandatory prerequisite for Power Expert Care Premium TIER

Planned availability date

July 29, 2022.

Availability within a country is subject to local legal requirements.

Description

A highly skilled Technical Account Manager will gather information about the client's business needs and technical environment to create a proactive technical support plan that is unique to each client. The service provides a package of deliverables that are reviewed with the client on a regular basis, including reports and preventive advice with systems information, security alerts, and preventive warnings, prepared using IBM proprietary analysis tools. Change assistance is provided within planned maintenance windows to get the most out of scheduled downtime and help reduce risk.

Technical Account Manager serves as the key client interface for in-scope hardware and software, delivering the following features:

- Predictive support through Call Home Cloud Connect
- Technical insights to help avoid client impact
- Best practices documentation
- Support for identifying the appropriate resource engagement and escalation paths
- Single point of contact to help manage, coordinate, and escalate critical incidents
- Resource engagement on behalf of the client with remote code load teams
- Change management facilitation by communicating planned events to appropriate support teams
- Enhanced response times of up to 30 minutes, 24 hours a day, seven days a week, for Severity 1 and 2 issues

Reference information

For more information about Power Expert Care, see Hardware Announcements [JG22-0055](#), dated July 12, 2022, and [JG22-0082](#), dated July 12, 2022.

Program number

Program number	VRM	Program name
5773-TA3	1.0.0	TAM for AIX and IBM i 3 Year
5774-TA4	1.0.0	TAM for AIX and IBM i 4 Year
5775-TA5	1.0.0	TAM for AIX and IBM i 5 Year
5773-TL3	1.0.0	TAM for Linux on Power 3 Y
5775-TL5	1.0.0	TAM for Linux on Power 5 Y
5773-TS3	1.0.0	TAM for SAP HANA 3 Year
5774-TS4	1.0.0	TAM for SAP HANA 4 Year
5775-TS5	1.0.0	TAM for SAP HANA 5 Year

Offering Information

Product information is available on the [IBM Offering Information](#) website.

Publications

None.

Services

IBM Systems Lab Services

Systems Lab Services offers infrastructure services to help build hybrid cloud and enterprise IT solutions. From servers to storage systems and software, Systems Lab Services can help deploy the building blocks of a next-generation IT infrastructure to empower a client's business. Systems Lab Services consultants can perform infrastructure services for clients online or onsite, offering deep technical expertise, valuable tools, and successful methodologies. Systems Lab Services is designed to help clients solve business challenges, gain new skills, and apply best practices.

Systems Lab Services offers a wide range of infrastructure services for IBM Power servers, IBM Storage systems, IBM Z^(R), and IBM LinuxONE. Systems Lab Services has a global presence and can deploy experienced consultants online or onsite around the world.

For assistance, contact Systems Lab Services at ibmsls@us.ibm.com.

To learn more, see the [IBM Systems Lab Services](#) website.

IBM ConsultingTM

As transformation continues across every industry, businesses need a single partner to map their enterprise-wide business strategy and technology infrastructure. IBM Consulting is the business partner to help accelerate change across an organization. IBM specialists can help businesses succeed through finding collaborative ways of working that forge connections across people, technologies, and partner ecosystems. IBM Consulting brings together the business expertise and an ecosystem of technologies that help solve some of the biggest problems faced by organizations. With methods that get results faster, an integrated approach that is grounded in an open and flexible hybrid cloud architecture, and incorporating technology from IBM Research^(R) and IBM Watson^(R) AI, IBM Consulting enables businesses to lead change with confidence and deliver continuous improvement across a business and its bottom line.

For additional information, see the [IBM Consulting](#) website.

IBM Technology Support Services (TSS)

Get preventive maintenance, onsite and remote support, and gain actionable insights into critical business applications and IT systems. Speed developer innovation with support for over 240 open-source packages. Leverage powerful IBM analytics and AI-enabled tools to enable client teams to manage IT problems before they become emergencies.

TSS offers extensive IT maintenance and support services that cover more than one niche of a client's environment. TSS covers products from IBM and OEMs, including servers, storage, network, appliances, and software, to help clients ensure high availability across their data center and hybrid cloud environment.

For details on available services, see the [Technology support for hybrid cloud environments](#) website.

IBM Expert Labs

Expert Labs can help clients accelerate their projects and optimize value by leveraging their deep technical skills and knowledge. With more than 20 years of industry experience, these specialists know how to overcome the biggest challenges to deliver business results that can have an immediate impact.

Expert Labs' deep alignment with IBM product development allows for a strategic advantage as they are often the first in line to get access to new products, features, and early visibility into roadmaps. This connection with the development enables them to deliver First of a Kind implementations to address unique needs or expand a client's business with a flexible approach that works best for their organization.

For additional information, see the [IBM Expert Labs](#) website.

IBM Security^(R) Expert Labs

With extensive consultative expertise on IBM Security software solutions, Security Expert Labs helps clients and partners modernize the security of their applications, data, and workforce. With an extensive portfolio of consulting and learning services, Expert Labs provides project-based and premier support service subscriptions.

These services can help clients deploy and integrate IBM Security software, extend their team resources, and help guide and accelerate successful hybrid cloud solutions, including critical strategies such as zero trust. Remote and on-premises software deployment assistance is available for IBM Cloud Pak^(R) for Security, IBM Security QRadar^(R)/QRoC, IBM Security SOAR/Resilient^(R), IBM i2, IBM Security Verify, IBM Security Guardium^(R), and IBM Security MaaS360^(R).

For more information, contact Security Expert Labs at sel@us.ibm.com.

For additional information, see the [IBM Security Expert Labs](#) website.

Technical information

Specified operating environment

Hardware requirements

- Power S1024 (9105-42A)
- Power S1022 (9105-22A)
- Power S1022s (9105-22B)
- Power S1014 (9105-41B)
- Power L1024 (9786-42H)
- Power L1022 (9789-22H)
- Power E1050 (9043-MRX)

Software requirements

Technical Account Manager for AIX or IBM i

- IBM SWMA for AIX (if AIX is present on the target server)
- IBM SWMA for IBM i (if IBM i is present on the target server)
- IBM SWMA for the AIX-related or IBM-related IBM Power license programs

Technical Account Manager for Linux or SAP HANA

- Distributor Linux (Red Hat, SUSE, or Ubuntu) -- Subscription and IBM Support Line for Linux
- IBM Support Line for Linux

IBM Support

[IBM Support](#) is your gateway to technical support tools and resources that are designed to help you save time and simplify support. IBM Support can help you find answers to questions, download fixes, troubleshoot, submit and track problem cases, and build skills. Learn and stay informed about the transformation of IBM

Support, including new tools, new processes, and new capabilities, by going to the [IBM Support Insider](#).

Additional IBM support

IBM Client Engineering for Systems

Client Engineering for Systems is a framework for accelerating digital transformation. It helps you generate innovative ideas and equips you with the practices, technologies, and expertise to turn those ideas into business value in weeks. When you work with Client Engineering for Systems, you bring pain points into focus. You empower your team to take manageable risks, adopt leading technologies, speed up solution development, and measure the value of everything you do. Client Engineering for Systems has experts and services to address a broad array of use cases, including capabilities for business transformation, hybrid cloud, analytics and AI, infrastructure systems, security, and more. Contact Client Engineering for Systems at sysgarage@ibm.com.

Planning information

Packaging

This offering is accessed through the internet. There is no physical media or electronic deliverable.

Ordering information

Consult your IBM representative or IBM Business Partner.

IBM Configurator for e-business (e-config)

TAM for AIX and IBM i three-year 1.0.0 offers the following OTC feature numbers:

Program number	Feature description	OTC Feature number
5773-TA3	Support 3 Year Per Server with Variable Order Qty 1	2099

TAM for AIX and IBM i four-year 1.0.0 offers the following OTC feature numbers:

Program number	Feature description	OTC Feature number
5774-TA4	Support 4 Year Per Server with Variable Order Qty 1	0146

TAM for AIX and IBM i five-year 1.0.0 offers the following OTC feature numbers:

Program number	Feature description	OTC Feature number
5775-TA5	Support 5 Year Per Server with Variable Order Qty 1	0646

TAM for Linux on Power three-year 1.0.0 offers the following OTC feature numbers:

Program number	Feature description	OTC Feature number
5773-TL3	Support 3 Year Per Server with Variable Order Qty 1	2101

TAM for Linux on Power five-year 1.0.0 offers the following OTC feature numbers:

Program number	Feature description	OTC Feature number
5775-TL5	Support 5 Year Per Server with Variable Order Qty 1	0650

TAM for SAP HANA three-year 1.0.0 offers the following OTC feature numbers:

Program number	Feature description	OTC Feature number
5773-TS3	Support 3 Year Per Server with Variable Order Qty 1	2100

TAM for SAP HANA four-year offers the following OTC feature numbers:

Program number	Feature description	OTC Feature number
5774-TS4	Support 4 Year Per Server with Variable Order Qty 1	0150

TAM for SAP HANA five-year offers the following OTC feature numbers:

Program number	Feature description	OTC Feature number
5775-TS5	Support 5 Year Per Server with Variable Order Qty 1	0648

Charge metric

Charge metric information can be found in the corresponding License Information document.

Program name	Program number	Charge metric	License Information document number
TAM for AIX and IBM i 3 Year	5773-TA3	Per Server	N/A
TAM for AIX and IBM i 4 Year	5774-TA4	Per Server	N/A
TAM for AIX and IBM i 5 Year	5775-TA5	Per Server	N/A
TAM for Linux on Power 3 Y	5773-TL3	Per Server	N/A
TAM for Linux on Power 5 Y	5775-TL5	Per Server	N/A
TAM for SAP HANA 3 Year	5773-TS3	Per Server	N/A
TAM for SAP HANA 4 Year	5774-TS4	Per Server	N/A
TAM for SAP HANA 5 Year	5775-TS5	Per Server	N/A

Terms and conditions

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License Information number

Not applicable.

Limited warranty applies

Yes

Limited warranty

IBM warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. IBM does not warrant uninterrupted or error-free operation of the program or that IBM will correct all program defects. You are responsible for the results obtained from the use of the program.

IBM provides you with access to IBM databases containing information on known program defects, defect corrections, restrictions, and bypasses at no additional charge. For further information, see the [IBM Support Guide](#).

IBM will maintain this information for at least one year after the original licensee acquires the program (warranty period).

Program support

Subscription and Support includes telephone assistance, as well as access to updates, releases, and versions of the program as long as support is in effect. You will be notified of discontinuance of support with 12 months' notice.

Money-back guarantee

If for any reason you are dissatisfied with the program and you are the original licensee, you may obtain a refund of the amount you paid for it, if within 30 days of your invoice date you return the program and its PoE to the party from whom you obtained it. If you downloaded the program, you may contact the party from whom you acquired it for instructions on how to obtain the refund.

For clarification, note that for programs acquired under any of IBM's On/Off Capacity on Demand (On/Off CoD) software offerings, this term does not apply since these offerings apply to programs already acquired and in use by you.

Volume orders (IVO)

No

Passport Advantage applies

No

System i Software Maintenance applies

No

Variable charges apply

No

Educational allowance available

Not applicable.

Statement of good security practices

IT system security involves protecting systems and information through intrusion prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a regulatory compliant, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

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Prices

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