

# IBM LinuxONE Expert Care

A simplified support approach  
to optimize availability and reduce costs



## Highlights

Receive same-day 24x7  
hardware service support

Receive installation,  
usage and configuration  
recommendations

Get automated ticket  
management and enable  
predictive alerts

Customize your warranty

## Maintaining uptime is critical to your enterprise

Unplanned downtime can have significant impacts on your business. In addition to direct loss of revenues, unplanned downtime may lead to the damage of reputation, customer loyalty and more. You need to be confident that support for your IBM® LinuxONE server facilitates high availability while optimizing system performance. When it comes to system maintenance, you also want to procure critical services as easily as possible. You need a simplified, proactive approach to support to safeguard against possible outages which could create downtime and can free your IT staff for more strategic business goals.

IBM LinuxONE Expert Care offers you a new way of attaching services and support at the time of purchase for LinuxONE enterprise-grade Linux® servers and is currently available on the IBM LinuxONE III 8561-LT1 and 8562-LT2 models.

IBM can help you maintain higher availability of your systems with IBM Call Home features and predetermination analysis to reduce possible failures and provide priority services to care for mission-critical requirements of your IT infrastructure.



### **Receive 24x7 hardware service support for onsite or remote hardware and firmware fixes and updates**

The IBM LinuxONE system comes with a minimum of one year of hardware service and parts replacement on a same-day, 24x7 basis. You can count on IBM's supply chain, which has around-the-clock service logistics, includes 585 stock location for parts and 420 parts suppliers to help us process more than 10 million shipments and returns annually. We often replace parts prior to their failure, thanks to automated system threshold analysis indicators and historical data collected from similar devices.

Firmware fixes and updates are necessary to keep your system running at optimal levels. With Expert Care, you can choose to have your hardware and firmware fixes and updates conducted by an on-site technician or to implement them with remote code loading. The choice is yours.

### **Receive installation, usage and configuration recommendations**

IBM will install and configure your IBM LinuxONE system when you purchase it. Clients have access to guided videos for specific installation, usage and configuration scenarios for key features of the system, as well as instructions on using special tools for repairs.

### **Automate ticket management and enable predictive alerts**

The "break and fix" mentality of upkeeping IT systems is no longer sufficient. IBM LinuxONE systems include IBM Call Home. IBM Call Home analyzes key information about your systems health, including configuration and code levels, system and environmental thresholds, error logs, repair records, code levels and usage information. When Call Home identifies an issue, a ticket will be automatically opened, triggering remote or onsite support.

IBM leverages the machine data collected by Call Home to provide predictive alerts. Clients receive alerts about areas where they are potentially exposed, showing security vulnerabilities and product defects, specifically for their network devices, as well as products nearing the end of their support lifecycle across their IT infrastructure.

### **Customize your warranty**

These benefits are all included in the IBM LinuxONE warranty. Expert Care enables you to choose the number of years of warranty coverage for your system. You can customize from one year up to an indefinite number of years at the time of purchase. This approach to support services helps ensure more predictable maintenance costs and allows organizations to choose to maintain higher availability and provide priority services to care for mission-critical requirements across the lifespan of their IBM LinuxONE product.

You can count on  
IBM Technology Support  
Services to keep your  
mission-critical systems  
running smoothly 24x7.

#### **Conclusion**

Managing and protecting your investment in IBM LinuxONE and consistently maintaining high availability for mission-critical workloads can be challenging. Expert Care provides clients with the opportunity to ensure more predictable maintenance costs and reduce deployment and operating risks. With IBM as your single source of support from reporting to resolution, you can dramatically optimize system availability, reduce costs and unburden your staff to focus on competencies and business priorities.

#### **Why IBM Technology Support Services?**

IBM Technology Support Services professionals have deep expertise in the technology industry. Our experts support over 19,000 IBM and other original equipment manufacturer hardware and software products. IBM's worldwide reach allows us to deliver a holistic set of hardware and software support services that help identify dependencies across your IT portfolio. IBM's demonstrated history of service, technical support and reliability, combined with access to IBM product development and engineering labs, helps provide efficient advice and problem-solving. You can count on IBM Technology Support Services to keep your mission-critical systems running smoothly 24x7.

#### **For more information**

To learn more about IBM LinuxONE Expert Care, please contact your IBM representative or IBM Business Partner®, or visit [ibm.com/services/technology-support/hardware-software](https://ibm.com/services/technology-support/hardware-software).

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