

Proactive Support for IBM Z

Delivers skilled, personalized support with enhanced priority response

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IBM Z systems power the world's most critical workloads—where even minutes of downtime can impact operations, revenue, and customer trust. As environments grow more complex and specialized skills become harder to maintain, organizations need more than reactive support to sustain continuous availability.

Proactive Support for IBM Z, delivered by IBM Technology Lifecycle Services (TLS), helps organizations prevent issues before they occur, accelerate resolution when critical incidents arise, and optimize planned maintenance—reducing downtime, operational risk, and strain on IT teams.

The Challenge: Managing Complexity in Mission-Critical Environments

Organizations relying on IBM Z must maintain near-zero downtime while managing increasingly complex hybrid environments with limited access to specialized expertise. Teams are expected to reduce the disruption of reactive problem resolution and minimize risk during fixes, upgrades, and migrations—where even short outages can have measurable business impact.

The Solution: A Proactive, TAM-Led Support Model

Proactive Support for IBM Z is a premium support offering led by a dedicated IBM Z Technical Account Manager (TAM). It augments standard IBM support with proactive risk identification, predictive insights, and coordinated problem management with enhanced priority handling.

Your IBM Z TAM acts as a trusted extension of your team—providing tailored guidance, continuous oversight of system health, and end-to-end coordination across IBM's global support and engineering ecosystem to drive faster, more predictable issue resolution.

Continuous Oversight Across Your Environment

Unlike traditional break-fix support models, Proactive Support for IBM Z delivers continuous, end-to-end oversight across IBM Z software environments. This approach enables early identification of risks and proactive mitigation before issues escalate—helping maintain operational stability for mission-critical systems.



Accelerated Response and Resolution

Clients using Proactive Support for IBM Z have experienced measurable improvements compared to standard support models, including 25% faster time to repair for Severity 1 incidents¹ and 40% faster response time for Severity 1 incidents².

Optimized Maintenance and Change Management

Proactive Support for IBM Z helps organizations better prepare for fixes, upgrades, and migrations through proactive planning, risk assessment, and coordinated execution—resulting in more predictable maintenance windows and reduced operational risk.

Business Impact and Value

Organizations using Proactive Support for IBM Z have achieved an average reduction of approximately 25% in downtime hours per critical incident³, faster recovery during high-severity events, reduced operational risk, and improved availability and operational confidence.

Dollar-value impact associated with reduced downtime is pending final third-party approval and is not included in this document.

Backed by IBM Expertise and Ecosystem

Delivered by IBM Technology Lifecycle Services, Proactive Support for IBM Z provides direct access to IBM product development and engineering teams—enabling deeper technical insight, faster escalation, and coordinated resolution across IBM’s global support ecosystem.

Why IBM Technology Lifecycle Services?

IBM Technology Lifecycle Services professionals have decades of 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 proven history of service, technical support and reliability, combined with access to IBM product development and engineering labs, help provide efficient advice and problem-solving. You can count on IBM Technology Lifecycle Services to keep your mission-critical systems running smoothly 24x7.

For more information

To learn more about Proactive Support for IBM Z, please contact your IBM representative or Business Partner®, reach out directly to an [IBM TLS Expert](#) or visit ibm.com/services/systems-support.

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New Orchard Road
Armonk, NY 10504

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1. Based on IBM internal data. Results may vary.
2. Based on IBM internal data. Results may vary.
3. Based on IBM internal data. Results may vary.

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