

Global Total Microcode Support

Stay up to date with security patches
and other microcode related patches



Highlights

- Protect your IT investment and improve system availability
- Gain support from expert IBM technicians to analyze and optionally update your microcode
- Enhance customer satisfaction by minimizing downtime and the risk of security exposures

Organizations are increasingly dependent on complex IT infrastructures, but the importance of keeping microcode up to date can be overlooked.

When obsolete microcode causes a system failure, a host of security and customer satisfaction issues can arise. Unplanned downtime costs time and money while diverting your in-house IT staff away from business priorities. If your team lacks the detailed knowledge needed to assess microcode intricacies and interoperability, then you jeopardize halting your entire business operation. To further complicate the matter, businesses with multiple locations may find it logistically cumbersome to maintain microcode for a complex and dispersed IT environment across their entire enterprise.

With Global Total Microcode Support, you have access to IBM professionals who stay up to date on known issues and are ready to respond to your questions with in-depth knowledge about IBM microcode. IBM can also suggest cross-platform microcode recommendations and plan and coordinate onsite and offsite activities, such as data collection, analysis and optional updates, in a timely manner. When you work with IBM to analyze and update your microcode, you benefit from the extensive intellectual capital and implementation methods that we have tested and further developed over many years.

Protect your IT investment and improve system availability
Obsolete microcode can be a challenge to anticipate, monitor and update. Global Total Microcode Support is an optional service that is available with an IBM maintenance contract or during the warranty period for IBM® Power® Systems and IBM Storage systems. By ensuring you have the most up-to-date microcode and security patches, you can boost system performance, and the enhanced availability can improve the continuity of your business operations. IBM's holistic software and hardware support services help you identify and address dependencies across your entire IT infrastructure.

Gain support from expert IBM technicians to analyze and optionally update your microcode

Global Total Microcode Support has two levels of support to help you optimize your IBM systems. The analysis service examines all systems included in your contract, the interaction between those systems, and dependencies among hardware, microcode levels, device drivers and operating systems. The results of the analysis are documented in a support plan that provides you with microcode update recommendations. If desired, you can select the analysis and update service, and IBM will implement the recommended updates outlined in the support plan at your direction. The analysis and update can be done up to two times a year, depending on your needs, and updated at a time that is convenient for your business. IBM is here to help augment your in-house IT team, helping close the skill gap while freeing your staff to focus on strategic projects.

Enhance customer satisfaction by minimizing downtime and the risk of security exposures

Any unplanned downtime or outage can impact your organization's business operation, reputation and customer loyalty. With proactive and planned system updates, you can help minimize disruptions caused by out-of-date microcode levels. Experienced IBM technicians perform the time-consuming analysis of your environment and can apply solutions before problems impact your business. IBM provides you with the flexibility to plan and schedule updates at the most convenient time for your business. This service can help you enhance customer satisfaction by decreasing hardware failures and downtime caused by incorrect or incompatible microcode, helping you prevent losses of revenue and productivity. IBM's single-source support offers flexible maintenance service options to address your specific needs. IBM support services can help you boost availability and optimize your IT infrastructure.

Conclusion

Global Total Microcode Support helps you balance your IT infrastructure performance against support costs by checking that the microcode on your IBM Power Systems and IBM Storage systems is up to date. Choosing this proactive service with an IBM maintenance contractor or during the warranty period helps ensure high availability and minimize unplanned downtime. Your in-house IT staff can focus on other business activities and your organization's digital transformation.

Why Technology Support Services?

IBM Technology Support Services professionals have deep expertise in the technology industry. Our experts support over 30,000 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.

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