IBM support for software-defined storage technology can cut costs

Help optimize Red Hat Ceph and Gluster and SUSE Enterprise Storage solutions

Highlights

- Gives your staff faster, more accurate answers to their software-defined storage questions, around the clock

- Helps optimize productivity and increase your ROI

- Provides technical skills grounded in long experience with open-source technology such as Linux, Red Hat and SUSE solutions

Enterprises are increasingly adopting software-defined storage (SDS) solutions[1] such as Red Hat Ceph or Gluster and SUSE Enterprise Storage to decrease data storage costs and increase flexibility in choosing suppliers. However, IT staffs often lack the skills required to implement, maintain and train users on the complex open-source software that these SDS solutions are based on. This can raise support costs and reduce companies' efficiency and ROI.

IBM Technology Support Services Multivendor Software Support for Red Hat—Ceph storage, Red Hat—Gluster storage and Linux—enterprise storage (SUSE) applications helps organizations implement and maintain these SDS solutions more easily and cost-effectively. The services supply experienced, one-stop, around-the-clock remote software support. Using technical skills grounded in long experience with Linux and other open-source technology, Technology Support Services can streamline support. Not only can this give your staff faster, more accurate answers to their SDS questions, but it can also optimize staff productivity and increase your SDS ROI.

Giving staff faster, more accurate answers around the clock

IBM Technology Support Services offer globally available, skilled technicians providing Level 1 and Level 2 support for Red Hat Ceph, Red Hat Gluster and SUSE Enterprise Storage solutions. The telephone and electronic service can handle virtually unlimited requests from a virtually unlimited number of requestors.

Helping to optimize productivity and increase SDS ROI

Your IT staff can focus on strategic objectives while IBM provides more consistent, high-quality, cross-platform technical SDS support. The services are customized to meet the specific needs of your organization more cost-effectively.

Capitalizing on deep experience with open-source technology

The IBM world-class support team has more than 18 years of experience with open-source software and supports a range of Red Hat, Linux and SUSE technologies, including operating systems. This expertise helps address various concerns, including usage and defect support, technical questions and product compatibility and interoperability issues.

Why IBM?

IBM maintains IBM Business Partner global alliances with SUSE LLC and Red Hat, Inc. IBM is committed to the Linux and open-source software that provides the basis of SDS applications, and IBM Technology Support Services offer years of experience providing support for users of that software, including Red Hat and SUSE technologies.

For more information

To learn more about IBM Technology Support Services Multivendor Software Support for Red Hat—Ceph storage, Red Hat—Gluster storage and Linux—enterprise storage (SUSE) applications, please contact your IBM representative or IBM Business Partner, or visit the following website: **ibm.com**/services/us/en/it-services/technical-support-services/index.html?lnk=mselS-tsup-usen

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[1] "Enterprise IT Pros Say Storage is Changing, with Two-thirds Heading to Software-Defined Storage in Coming Year," SUSE LLC, 26 April , 2017

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