Information Technology Intelligence Consulting

ITIC 2016 Global Server Hardware Server OS Reliability Results:

IBM Power Systems Results Summary

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IBM Power Systems Ranks # 1 in Every Major Reliability Category

- **Reliability/Performance/Uptime:** Since 2008 when ITIC conducted its initial Global Server Hardware and Server OS Reliability Survey **IBM Power Systems has consistently achieved the highest reliability ratings in every category besting competitors year after year. This is no accident.** The ability of the Power Systems platform to maintain peak performance and reliability speak to the technical excellence, leading edge features and robustness of the hardware platform. The rock solid reliability also reflects the consistency of IBM's technical service, support and ability to respond quickly to address any issues that arise. Additionally, IBM Power System security has been top notch over the past eight years.

- **Highest Server Reliability:** IBM Power Systems hardware platforms achieved the highest levels of reliability: **61%** of Power Systems server users had 99.999% uptime (5.25 minutes of per server/per annum downtime) compared to 46% of HP Server users and 40% of Oracle HW users.

- **Customer Satisfaction:** **Eight out of 10 – 82% of IBM Power Systems** users rated their satisfaction with IBM Power Systems server setup, configuration and provisioning "excellent" or "very good." This is a six percent increase from the 2015 survey results. Anecdotal user responses attributed this to a combination of incremental performance enhancements; superlative IBM technical support and the inherent reliability/stability of the Power Systems server platform overall.

- **Rock Solid Security:** Security continues to be Power Systems strong suit vis a vis all rivals with Power Systems users experiencing on average only one successful security penetration annually the best of any platform.

- **Robust Linux:** Linux running on IBM Power Systems scored highest reliability among Linux OSes: **3.5 minutes of unplanned per server/per annum downtime** the best of results among all server hardware platforms

- **Highly Reliable Virtualization:** **IBM Power Systems** continues to be rated among the most consistently reliable virtualization offerings. In interviews, customers noted that configuration and setup were straightforward and they rarely, if ever encountered reliability issues.

- **Lowest Maintenance:** As in the initial June 2015 survey, in January 2016, **IBM Power Systems server administrators** continue to spend the **least** time rebooting the server OS, including planned reboots to add or reconfigure system resources. Three-quarters – **77%** of IBM administrators **"rarely or never" reboot** the server compared with 65% of HP managers; 52% of Dell administrators, 47% of Oracle administrators and 41% of Windows administrators