

Technology Lifecycle Services for IBM Power

Accelerate adoption and protect
your infrastructure investment



Highlights

Plan and deploy hybrid
cloud solutions

Customize support options
with IBM Expert Care

Optimize your IBM
Power systems

Refresh to the latest
technology

Businesses in today's complex hybrid IT environment need technical advice and services to take full advantage of new technologies while keeping their existing infrastructure up and running. They need smart support to help predict and prevent unplanned disruption as well as technology services that accelerate how businesses take advantage of the opportunity hybrid technology environments present. These hybrid architectures need to be designed and planned to excel, but they must also be executed flawlessly across the product and solution lifecycle with precious few skilled resources available.

IBM Technology Lifecycle Services (TSS), together with IBM Systems Lab Services, offers technology lifecycle support and services for IBM Systems products, open source, and leading third-party systems and software. Our support processes are infused with AI, from client self-service to internal automation, reducing total time-to-resolution. We plan, deploy, support, optimize and refresh hybrid cloud and enterprise IT data center infrastructure, enabling organizations to protect their IT investment and consistently maintain high availability for mission-critical workloads across the product lifecycle.

Plan and deploy hybrid cloud solutions

IBM TSS offers technology lifecycle services to help clients leverage the unique capabilities of IBM® Power® systems to plan and deploy hybrid cloud and enterprise IT data center infrastructure. While you are planning your new solution, you can leverage advisory services for IBM Power, Red Hat® and select open source providers to determine the best features and functions within each platform to support your business needs. This extends as well to your hybrid infrastructure, including Kubernetes, Red Hat OpenShift® and Ansible® solutions. Not sure where to start? IBM TSS can work with you to determine the most appropriate use cases.

In the deployment phase, we can augment your IT resources for projects such as hardware, software and networking installation, project management for large-scale projects, or training and education services to boost your team's IT skills. Need more tactical assistance? Our team can assist with tasks such as relocation, removal or replacement of parts or units, configurations changes, image restoration and firmware updates. Our services are designed to help clients solve business challenges, gain new skills and apply best practices.



Customize support options with IBM Expert Care

IBM Expert Care is included with all Power10 systems and includes customizable support options. Expert Care integrates and prepackages hardware and software support services into a tiered support model that enables you to choose the right services for your organization. This approach to support services helps ensure more predictable maintenance costs, reduces deployment and operating risks, and allows organizations to choose to maintain higher availability and provide priority services to care for mission-critical requirements of their IT infrastructure.

In this complex environment, the old “break and fix” mentality is no longer acceptable. A proactive support approach is needed to not only stay ahead, but also to free resources up to focus on other business challenges. Proactive support may be a prerequisite or an add-on option with Expert Care. Proactive support is designed to help clients balance high availability and improved affordability while maintaining converged, virtualized and cloud-based IT environments. Proactive service options include services to proactively manage code loads, predictive alerts and recommendations, and the potential for a more holistic coverage of your infrastructure with the Enterprise Accelerated Value Program. In the premium tier for Expert Care, clients are assigned a technical account manager that understands each unique IT environment, leverages proprietary diagnostic tools and speeds up the identification and resolution of issues across hardware and software technology from IBM and other vendors, delivering time and development options back to the client.

Optimize your IBM Power systems

Whether you are experiencing issues between systems and applications, worried about sub-optimal performance or just looking for ways to get the most out of your infrastructure, IBM Technology Services has the expertise to help with the right people, processes and technology. From simple checklists to deep health checks, our experts can help you uncover and fix sub-optimal infrastructure scenarios, optimizing the performance of your IBM Power systems. IBM Technology Services experts leverage proven methodologies to help clients optimize their IT infrastructure. In addition, we can help you implement security, data and AI, SAP HANA and open source solutions for your infrastructure. For each of these areas, we offer assessments, workshops and implementation services to guide you through the process.

Refresh to the latest technology

As the product lifecycle reaches its end, it's time to refresh. Whether it is a simple upgrade to a new version or a migration to a completely new solution, IBM Technology Lifecycle Services can help. Capacity planning services enable you to decide whether you just need more storage capacity or whether you need to consider a new solution. We can help prepare your infrastructure for the next steps with services like data validation and pre-migration assessments and recommendations as well as the implementation services to take action. Our advisory services can assist with determining the best strategy for your organization to adopt.

Conclusion:

Managing and protecting your IBM Power investment and consistently maintaining high availability for mission-critical workloads can be challenging. TSS can help you plan, deploy and operate your next-generation hybrid cloud IT architecture to enable any possibility.

Why IBM Technology Lifecycle Services?

IBM Technology Lifecycle Services professionals have decades of expertise in the technology industry. 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. Our proven 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 Lifecycle Services to keep your mission-critical systems running smoothly 24x7.

For more information

To learn more about Technology Lifecycle Services for IBM Power please contact your IBM representative or IBM Business Partner®, or visit ibm.com/services/systems-support

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