

Focus on keeping your IBM Z infrastructure operational

Highlights

- Maintain complicated environments with affordable premium services
- Optimize support with enhanced response times and global delivery
- Enhance resiliency and availability with proprietary tools and analytics

Personalized support with priority response and handling

Now more than ever, system resiliency and application availability are paramount to meeting modern digital challenges. Businesses are confronting these challenges through integration of new technologies with their IBM Z deployments.

The IBM Proactive Support for IBM Z solution helps you avoid problems before they happen. With highly skilled IBM Z resources acting as an extension of your IT staff, problems can be resolved quickly, improving your system availability, productivity and recoverability.

Employ the support of IBM Z Technical Account Managers

With deep knowledge of the IBM support infrastructure and key IBM relationships, your IBM Z Technical Account Manager (zTAM) is your point of contact for guiding your critical problems through the support process.

Beginning with a welcome call, the zTAM gathers information about you and your business environment and creates a technical support plan unique to your needs. Years of technical education and experience with the IBM Z infrastructure means your zTAM can assist with critical severity 1 issues, maintenance—including impact information on Program Error (PE) or High Impact Pervasive (HIPER) Authorized Program Analysis Reports—and migration support.

Access to best practices and institutional experience means your zTAM can help minimize risk and reduce your IBM Z



downtime when problems arise. The zTAM will assist you with submitting issues, accessing exclusive IBM electronic tools and providing you with contact information, escalation procedures and more.

Obtain priority response to your most critical problems

Connect to an IBM Z Technical Support Specialist when you report a business-critical IBM Z incident.

These severity 1 problems are responded to within 30 minutes of reaching the call queue, reducing the time to problem determination and resolution.

Access proprietary tools for optimized support

A web portal gives you a personalized view of data and guidance about your environment, so you retain control of your infrastructure. The global network of IBM technical centers provides tools and knowledge databases that help IBM specialists speed resolution times, with worldwide 24x7 support for critical problems.

Gain insights into your IBM Z technical infrastructure with regular reports

Regular reports are prepared and reviewed with your IBM zTAM. These reports include:

- Open and closed problem records to help

identify patterns

- End-of-life and end-of service information and operating system interoperability data
- Applicable best practices, tips and techniques to help mitigate potential problems

Enable improved availability through more efficient problem resolution

The IBM Proactive Support for IBM Z solution is designed to provide you with efficient and robust support to expedite your resolution time and maintain high systems availability. Through faster resolution of issues, highly skilled technical support staff and managed support of your most critical problems, the IBM Proactive Support for IBM Z solution can help you maintain productivity and responsiveness to your business requirements.

Why IBM?

When an outage happens, you want to have the right support to get your operations back up to speed.

A single-source, cost-effective service, the IBM Proactive Support for IBM Z offering helps resolve your issues by streamlining access to IBM labs, product engineering and a global network of IBM technical centers. And with your IBM zTAM, you have assistance tailored to your unique business needs.

The IBM Proactive Support for IBM Z offering gives you a single-source, cost-effective service for your technical support needs.

For more information

Please [contact an IBM representative](#) or [visit our website](#) to learn more about the IBM Proactive Support products and services.

Additionally, IBM Global Financing provides numerous payment options to help you acquire the technology you need to grow your business. We provide full lifecycle management of IT products and services, from acquisition to disposition. For more information, visit: ibm.com/financing

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