

How can you *cut the costs* and *cut the hassle* of data storage?



Choose IBM® Storage Expert Care

IBM Storage Expert Care provides care for every aspect of data storage while you focus on developing your business.

From basic maintenance and support through advanced services to premium, fully integrated hardware and software management, IBM Storage Expert Care delivers very high storage availability, with an easy-to-use service that helps to reduce business risk and enhance technical performance.

- Available for select IBM Storage Systems
- Around-the-clock hardware and software support services
- Managed by IBM from problem identification to resolution
- Tiered services make it easy to pick the perfect level of support

IBM Storage Expert Care offers three simple service tiers, offering easy ways to fit with your storage and data management processes

Choose the service that is right for you:

- Basic
- Advanced
- Premium

- Cloud-based analytics assess the health, capacity, and performance of your infrastructure to predict and prevent storage problems before they impact your business
- Extensive automation ensures always-on monitoring, enabling rapid detection and faster resolution of issues

Choose the IBM Storage Expert Care service that is right for you

			Technical Advisor
			Hardware Remote Code Load <small>(2x per Year)</small>
			Enhanced Call Back Response <small>(30 min Committed Call Back for Severity 1 Only)</small>
			Machine Setup Services
		Predictive Support	Predictive Support
	Software maintenance or Support Line	Software maintenance or Support Line	Software maintenance or Support Line
1 Year, Parts Only	Hardware maintenance 9x5 NBD	Hardware maintenance 24x7 SBD	Hardware maintenance 24x7 SBD
Warranty	Basic	Advanced	Premium



23 million telemetry points per SVC System collected every day



66% of System issues resolved automatically



Monitoring to help prevent problems



40% faster action plan after case is opened



1.3 Exabytes of capacity monitored in our data lake

- Storage Insights reporting services are available for all IBM Flash Systems, which includes the ability to open PMR tickets for accelerated resolution
- Advanced Call Home and Health Checker functionalities, prerequisites for Storage Insights, enable very high storage system availability

Contact

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To find out more, visit:
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