



Highlights

- Helps streamline support and reduce costs with single-source expertise
 - Supports high availability with improved productivity
 - Complements in-house skills with IBM cloud technical support specialists
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Support for OpenStack-based private cloud

Simplify your technical support with expertise from a single vendor

You have chosen the SUSE or Ubuntu OpenStack distribution as the basis for building a more flexible, interoperable private cloud for your enterprise, but your in-house resources may not have the in-depth OpenStack expertise needed to support these more complex production environments. To facilitate the high availability you require, you need a single, trusted vendor that can help you streamline your support solution with the expertise you need, when you need it.

IBM Software Support Services – Support Line for cloud infrastructure is designed to provide one-stop, prompt and accurate remote software support for your private cloud infrastructure running on the SUSE or Ubuntu OpenStack-based cloud distribution. Our integrated remote support solution is available at an affordable price backed by IBM's comprehensive support infrastructure and resources, and it can help you meet availability requirements by improving staff productivity.

Helping streamline support and reduce costs with single-source expertise

With our expertise in OpenStack and Linux distributions, IBM can be your single support vendor for your private cloud infrastructure. This can virtually eliminate the need for you to manage multiple vendor support contracts and help you avoid confusion as to which vendor is responsible for what task. When combined with maintenance services from IBM, you can gain an end-to-end, more cost-effective hardware and software support solution.



Supporting high availability with improved productivity

Our single support team can facilitate high availability of your private cloud infrastructure by managing support from problem identification through resolution. Our solution is designed to free your IT staff from having to coordinate support from multiple vendors and to enable a faster, more efficient resolution.

Complementing in-house skills with IBM cloud technical support specialists

We offer global, multilanguage support around the clock from support professionals highly experienced in Linux technology. Our infrastructure specialists are able to answer how-to questions, assist with product compatibility and interoperability issues as well as diagnose and isolate source code defects and provide emergency temporary fixes.

Why IBM?

IBM brings more than 16 years of experience supporting open source environments and a demonstrated commitment to open technologies, including our alliances with SUSE, Red Hat and Ubuntu. We can offer virtually unparalleled expertise in supporting Linux across all IBM systems and original equipment manufacturer x86 platforms certified for Linux. This expertise, combined with our well-established support infrastructure, enables us to offer a robust technical support solution for your OpenStack-based private cloud.

For more information

To learn more about Support Line for cloud infrastructure, contact your IBM representative or IBM Business Partner, or visit the following website: ibm.com/services/techsupport

Additionally, IBM Global Financing can help you acquire the IT solutions that your business needs in the most cost-effective and strategic way possible. We'll partner with credit-qualified clients to customize an IT financing solution to suit your business goals, enable effective cash management, and improve your total cost of ownership. IBM Global Financing is your smartest choice to fund critical IT investments and propel your business forward. For more information, visit: ibm.com/financing



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