

# IBM Power Expert Care delivers a simplified method to select services and support for IBM Power E1080 Enterprise server

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## At a glance

IBM<sup>(R)</sup> Power<sup>(R)</sup> Expert Care is a service approach that integrates and prepackages hardware and software support services into a tiered support model. It is designed to standardize support for the IBM Power E1080 Enterprise server and simplify the support acquisition process.

There are two service tier levels: Advanced and Premium. Each tier provides a group of selected hardware and software services to support the Power E1080 server, and clients can select the tier that better fits their needs.

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## Overview

When it comes to maintaining your systems and devices, you want to procure critical services as easily as possible. With the Power Expert Care service tiers, you have easy access to IT services that can help you avoid longer procurement and contracting processes by enabling the procurement of your chosen tier during the product purchase transaction.

There are two tiers of Power Expert Care:

### Power Expert Care Advanced

Hardware Maintenance Support is provided with 24x7 coverage, same-day onsite response.

- Software Support and Services (SWMA) coverage is a prerequisite and must be aligned with the same number of years selected for the Power Expert Care Advanced tier.
- IBM Proactive Support for the Power E1080 is a prerequisite and must be aligned with the same number of years selected for the Power Expert Care Advanced tier.

### Power Expert Care Premium

Hardware Maintenance Support is provided with 24x7 coverage, same-day onsite response.

- SWMA coverage is a prerequisite and must be aligned with the same number of years selected for the Power Expert Care Premium tier.
- Proactive Support for the Power E1080 is a prerequisite and must be aligned with the same number of years selected for Power Expert Care Premium tier.

- The IBM Global Total Microcode Support (GTMS)
  - GTMS supports microcode, firmware, and BIOS levels, not including any beta versions, for which you have a license on the Power E1080. The services include Microcode Support Analysis and Microcode Support Update Services once a year. The Power E1080 must be configured in a way that IBM Data Collection Tool can connect to it and retrieve Microcode information.
  - GTMS -- Microcode Support Analysis and Update Services:
    - IBM performs an annual analysis and verifies whether the recorded Microcode levels of the Power E1080 are up to date. Once the Microcode Support Analysis is complete, IBM electronically delivers a Microcode Support Plan and implements updates of the Microcode levels on the Power E1080, as applicable.
- Media Retention (MR) services enable you to retain defective IBM flash memory or media when replacement is required during a service repair call. IBM provides a replacement part, and the defective part will be left at your facility for disposal. This option enables you to safely secure your sensitive data and ensure privacy for your customers.
- IBM Enterprise Accelerated Value Program (eAVP) makes available specific deliverables to enhance user experience. This includes security attributes, follow-on monitoring, and full stack hardware and software system security health checks.
- Health checks consist of the following tasks:
  - Review and document the existing production configuration of all server hardware, core OS, storage, and software deployed in the Power E1080. A report will be generated on current versus recommended levels of these elements. Critical items will be called out for client review and remediation.
  - If you have configured system administration tools, eAVP can provide health check analysis and tracking of important components, such as:
    - Data activity
    - Application activity and trends compared to system performance and availability
    - User and system security and firewall log review, as well as file system activity review

For more information about GTMS, MR, and eAVP, see [Services Announcement 621-019](#), dated September 8, 2021.

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## Feature exchange

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Not applicable

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## Key requirements

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- SWMA coverage is a prerequisite and must be aligned with the same number of years selected for the Power Expert Care Advanced tier or Power Expert Care Premium tier.
- Proactive Support for the Power E1080 is a prerequisite and must be aligned with the same number of years selected for the Power Expert Care Advanced tier or Power Expert Care Premium tier.

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## Planned availability date

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September 17, 2021, except for South Korea

October 21, 2021, for South Korea

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## Product number

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The following are newly announced features on the specific models of the IBM Power Systems 9080 machine type:

### **Planned Availability Date September 17, 2021**

#### ***New Feature***

Description	Machine type	Model number	Feature number
3 YEAR, ADVANCED EXPERT CARE	9080	HEX	EXA3
5 YEAR, ADVANCED EXPERT CARE	9080	HEX	EXA5
1 YEAR, PREMIUM EXPERT CARE	9080	HEX	EXP1
3 YEAR, PREMIUM EXPERT CARE	9080	HEX	EXP3
5 YEAR, PREMIUM EXPERT CARE	9080	HEX	EXP5

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## Publications

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No publications are shipped with the announced products.

To access the IBM Publications Center Portal, go to the [IBM Publications Center](#) website.

The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalog of 70,000 items. Extensive search facilities are provided. A large number of publications are available online in various file formats, which can currently be downloaded.

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## Services

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### **IBM Lab Services**

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IBM Lab Services offers a wide array of services available for your enterprise. It brings expertise on the latest technologies from the IBM development community and can help with your most difficult technical challenges.

IBM Lab Services can help you successfully implement emerging technologies so as to accelerate your return on investment and improve your satisfaction with your IBM systems and solutions. Services examples include initial implementation, integration, migration, and skills transfer on IBM systems solution capabilities and recommended practices. IBM Lab Services is one of the service organizations of IBM's world-renowned IBM Systems Group development labs.

For details on available services, contact your IBM representative or go to the [IBM Lab Services](#) website.

### **Global Technology Services**

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IBM services include business consulting, outsourcing, hosting services, applications, and other technology management.

These services help you learn about, plan, install, manage, or optimize your IT infrastructure to be an on-demand business. They can help you integrate your high-speed networks, storage systems, application servers, wireless protocols, and an array of platforms, middleware, and communications software for IBM and many non-IBM offerings. IBM is your one-stop shop for IT support needs.

For details on available services, contact your IBM representative or go to the [Services and Consulting](#) website.

For details on available IBM Business Continuity and Recovery Services, contact your IBM representative or go to the [Services and Consulting](#) website.

Details on education offerings related to specific products can be found on the [IBM Training](#) website.

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## Technical information

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### **Specified operating environment**

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#### ***Hardware requirements***

IBM Power E1080 Enterprise server

## Planning information

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### Cable orders

Not applicable

### Security, auditability, and control

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The client is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communications facilities.

### IBM Lab Services

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For details on available services, contact your IBM representative or go to the [IT Infrastructure](#) website.

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## Terms and conditions

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Not applicable

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## Prices

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For additional information and current prices, contact your local IBM representative or IBM Business Partner.

The following are newly announced features on the specific models of the IBM Power Systems 9080 machine type:

Description Machine type 9080	Model number	Feature number	Purchase price	Minimum Monthly charge	Initial/ Monthly MES/ Both/ support	RP CSU MES
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3Y EXP CARE ADV

HEX	EXA3	NC		Initial	Yes	No
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5Y EXP CARE ADV

HEX	EXA5	NC		Initial	Yes	No
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1Y EXP CARE PRM	HEX	EXP1	NC	Initial	Yes	No
3Y EXP CARE PRM	HEX	EXP3	NC	Initial	Yes	No
5Y EXP CARE PRM	HEX	EXP5	NC	Initial	Yes	No

RP MES = Return parts, miscellaneous equipment specifications  
 CSU = Customer setup

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## Where available

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United States

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