

IBM Support for Hyperledger Fabric delivers elite-level technical support for blockchain developers using the Hyperledger Fabric open-source framework to create enterprise-grade blockchain solutions

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At a glance

Hyperledger Fabric developers benefit from the new support option from IBM^(R) Support. The support option delivers the following:

- Expert assistance for blockchain production and test solutions
- Elite support for IBM certified images, code security scans, break/fix Level 3 support, and 24x7 customer support

Overview

Hyperledger Fabric, an open source project from the Linux^(R) Foundation, is the modular blockchain framework and de facto standard for enterprise blockchain solutions.

IBM, an early Hyperledger Fabric proponent and founder, is a major contributor to the Hyperledger fabric open-source community:

- IBM is consistently recognized as a blockchain industry expert and technology leader by industry analysts.¹
- Developers at IBM have contributed more than 80% of the total open-source code to Hyperledger Fabric. Recent code donations include Fabric Operation Console and Fabric Token SDK.
- IBM Blockchain Platform, IBM's commercial blockchain distribution, is built on the Hyperledger Fabric framework.

IBM Support for Hyperledger Fabric, a new open-source support offering

With the introduction of IBM Support for Hyperledger Fabric, IBM strengthens its commitment for Hyperledger Fabric. IBM Support offers worldwide, expert support for developers in any industry who have chosen Hyperledger Fabric as their blockchain platform. Expert support includes access to IBM certified images, code security scans, break/fix Level 3 assistance, and 24x7 access.

To learn more, see the [Blockchain Pulse: IBM Blockchain Blog](#) website.

¹ IBM is ranked as a blockchain technology leader by IDC, HFS, Everest Group, and more.

Key requirements

IBM Support for Hyperledger Fabric is for developers who are developing their enterprise blockchain solution on Hyperledger Fabric and who want 24x7 expert support.

Prerequisites include:

- Hyperledger Fabric 2.2, or later, certified open-source images provided by IBM
- Red Hat^(R) Open Shift Kubernetes distribution; separate purchase of Red Hat required
- Hyperledger Fabric Operations Console, Deployer, and Operator, included with open-source images provided by IBM

Planned availability date

September 15, 2021

Description

IBM Support provides Hyperledger Fabric developers access to IBM's global team of blockchain experts. Organizations that purchase this support option receive the following:

- IBM Elite Support that provides electronic and voice support, 8 AM to 5 PM, Monday to Friday. Severity 1 support is 24x7x 365, 2-hour response target.
- IBM certified Hyperledger Fabric images:
 - Images are based on open source Hyperledger Fabric code base and contain enhancements for stability and serviceability.
 - Images are scanned for security vulnerabilities and are regularly updated with operating system and vulnerability patches.
- IBM Blockchain Platform Console, Deployer, and Operator
- Access to Hyperledger Fabric related open source in IBM Public Repository, such as Ansible^(R), VSCode, SaaS SDKs

Organizations that require customized development services can consult with a blockchain expert. For more information, see [IBM Blockchain Services and Consulting](#) website.

Program number

Program number	VRM	Program name
5900-AM9	Support service	IBM Support for Hyperledger Fabric

Offering Information

Product information is available on the [IBM Offering Information](#) website.

More information is also available on the [Passport Advantage^{\(R\)}](#) and [Passport Advantage Express](#) website.

Publications

Information resources:

- [Getting Started with IBM Blockchain Platform](#)
- [Hyperledger Fabric](#)

Services

Software Services

IBM Software Services has the breadth, depth, and reach to manage your services needs. You can leverage the deep technical skills of the lab-based software services team and the business consulting, project management, and infrastructure expertise of the IBM Global Services team. Also, IBM extends the reach of IBM Software Services through IBM Business Partners to provide an extensive portfolio of capabilities. IBM provides the global reach, intellectual capital, industry insight, and technology leadership to support a wide range of critical business needs.

To learn more about IBM Software Services, contact your Lab Services Sales or Delivery Leader.

Technical information

Specified operating environment

Software requirements

Not applicable

IBM Support

[IBM Support](#) is your gateway to technical support tools and resources that are designed to help you save time and simplify support. IBM Support can help you find answers to questions, download fixes, troubleshoot, submit and track problem cases, and build skills. Learn and stay informed about the transformation of IBM Support, including new tools, new processes, and new capabilities, by going to the [IBM Support Insider](#).

Planning information

Organizations can purchase IBM Support for Hyperledger Fabric through IBM [Passport Advantage](#) and from [IBM Red Hat Marketplace](#). Access additional information at [IBM Support](#).

Packaging

This offering is a service. There is no physical media or electronic deliverable.

Ordering information

For ordering information, consult your IBM representative or IBM Business Partner, or go to the [Passport Advantage](#) website.

This program is available only through Passport Advantage.

These products may only be sold directly by IBM or by IBM Business Partners.

To locate IBM Business Partners in your geography, see the [Find a Business Partner](#) page.

Passport Advantage

New part numbers

IBM Support for Hyperledger Fabric (5900-AM9) introduces the following part number:

Part number description	Part number
IBM Elite Support for Hyperledger Fabric Virtual Processor Core	D0891ZX

Note: The offerings in this announcement may not be available for purchase in all countries in your geographical area. Purchase availability can be affected by multiple factors that include support and service availability and government regulations. The country list provided is not comprehensive. Consult with your IBM representative or IBM Business Partner for availability information in your area.

Charge metric

Not applicable

Terms and conditions

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with IBM are contained in the applicable contract documents such as the IBM International Program License Agreement, IBM International Passport Advantage Agreement, and the IBM Agreement for Acquisition of Software Maintenance.

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Software Maintenance

Not applicable for support-only offering.

License Information number

Not applicable

Limited warranty applies

Yes

Limited warranty

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For clarification, note that (1) for programs acquired under the IBM International Passport Advantage offering, this term applies only to your first acquisition of the program and (2) for programs acquired under any of IBM's On/Off Capacity on Demand (On/Off CoD) software offerings, this term does not apply since these offerings apply to programs already acquired and in use by you.

Volume orders (IVO)

No

Passport Advantage applies

Yes. Information is available on the [Passport Advantage and Passport Advantage Express](#) website.

Software Subscription and Support applies

Not applicable

Variable charges apply

No

Educational allowance available

Not applicable

Statement of good security practices

IT system security involves protecting systems and information through intrusion prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a regulatory compliant, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

Important: IBM does not warrant that any systems, products, or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.

Prices

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

Business Partner information

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Passport Advantage

For Passport Advantage information and charges, contact your IBM representative or IBM Business Partner. Additional information is also available on the [Passport Advantage and Passport Advantage Express](#) website.

Order now

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Phone: 800-IBM-CALL (426-2255)

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For IBM representative: askibm@ca.ibm.com^(R)

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