

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

## Table of contents

<a href="#">1 Overview</a>	<a href="#">4 Prices</a>
<a href="#">2 Planned availability date</a>	<a href="#">4 Country availability</a>
<a href="#">2 Description</a>	<a href="#">5 Corrections</a>

## 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 server, delivering simplified acquisition of support.

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, and clients can select the tier that better fits their needs.

## 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 server 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 is a prerequisite and must be aligned with the same number of years selected for the Power Expert Care Premium tier.
- IBM Proactive Support for the Power E1080 server is a prerequisite and must be aligned with the same number of years selected for the 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 for the Power E1080 and its internal disks. 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, as applicable.
- Media Retention (MR) services enables 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 components. 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

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## **Planned availability date**

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September 17, 2021

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## **Business Partner information**

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If you are a Direct Reseller - System Reseller acquiring products from IBM, you may link directly to Business Partner information for this announcement. A PartnerWorld ID and password are required (use IBMid).

[BP Attachment for Announcement Letter 621-019](#)

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## **Description**

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IBM Power Expert Care is designed to simplify and standardize support for the Power E1080 server. The two service tiers of support---Advanced and Premium---enable clients to choose the group of selected hardware and software services that better fits their needs.

The following tables include tier information:

(9666-xxx are SAP HANA solution edition):

Feature	Machine Type/ Model (MTM)	Warranty ID	Description
EXA3	9665-A03	WTYPA03	9080-HEX 3 year, IBM Power Expert Care Advanced
EXA5	9665-A05	WTYPA05	9080-HEX 5 year, IBM Power Expert Care Advanced
EXP3	9665-P03	WTYPP03	9080-HEX 3 year, IBM Power Expert Care Premium
EXP5	9665-P05	WTYPP05	9080-HEX 5 year, IBM Power Expert Care Premium
EXA3	9666-A03	WTYPA03	9080-HEX 3 year, IBM Power Expert Care Advanced
EXA5	9666-A05	WTYPA05	9080-HEX 5 year, IBM Power Expert Care Advanced
EXP1	9665-P01	WTYPP01	9080-HEX 1 year, IBM Power Expert Care Premium
EXP1	9666-P01	WTYPP01	9080-HEX 1 year, IBM Power Expert Care Premium
EXP3	9666-P03	WTYPP03	9080-HEX 3 year, IBM Power Expert Care Premium
EXP5	9666-P05	WTYPP05	9080-HEX 5 year, IBM Power Expert Care Premium

For more information about the Power E1080, see Hardware Announcement [121-046](#), dated September 08, 2021, and Hardware Services Feature Code Announcement [121-065](#), dated September 08, 2021.

### **Accessibility by people with disabilities**

Accessibility Compliance Reports (previously known as a VPAT) containing details on accessibility compliance to standards, including the Worldwide Consortium Web Content Accessibility Guidelines, European Standard EN 301 349, and US Section 508, can be found on the [IBM Accessibility Conformance Report Request](#) website.

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## **IBM Electronic Services**

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Electronic Service Agent and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to IBM Systems clients. The IBM Electronic Service Agent tool is a no-additional-charge tool that proactively monitors and reports hardware events, such as system errors, performance issues, and inventory. The Electronic Service Agent tool can help you stay focused on your company's strategic business initiatives, save time, and spend less effort managing day-to-day IT maintenance issues. Servers enabled with this tool can be monitored remotely around the clock by IBM Support, all at no additional cost to you.

Now integrated into the base operating system of AIX<sup>®</sup> V5.3, AIX V6.1, and AIX V7.1, Electronic Service Agent is designed to automatically and electronically report system failures and utilization issues to IBM, which can result in faster problem resolution and increased availability. System configuration and inventory information collected by the Electronic Service Agent tool also can be viewed on the secure Electronic Support web portal, and used to improve problem determination and resolution by you and the IBM support team. To access the tool main menu, simply type `smitty esa_main`, and select Configure Electronic Service Agent. In addition, ESA now includes a powerful web user interface, giving the administrator

easy access to status, tool settings, problem information, and filters. For more information and documentation on how to configure and use Electronic Service Agent, go to the [IBM Electronic Service Agent](#) website.

The IBM Electronic Support portal is a single internet entry point that replaces the multiple entry points traditionally used to access IBM internet services and support. This portal enables you to gain easier access to IBM resources for assistance in resolving technical problems. The My Systems and Premium Search functions make it even easier for Electronic Service Agent tool-enabled clients to track system inventory and find pertinent fixes.

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## Benefits

**Increased uptime:** The Electronic Service Agent tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the symptoms, diagnosing the error, and manually calling IBM Support to open a problem record. Its 24x7 monitoring and reporting mean human intervention is not required to report errors.

**Security:** The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM. The Electronic Service Agent tool is designed to securely transmit through either the internet (HTTPS or VPN) or modem to provide clients a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into a client's system.

For additional information, go to the [IBM Electronic Service Agent](#) website.

**More accurate reporting:** Because system information and error logs are automatically uploaded to the IBM Support Center in conjunction with the service request, you are not required to find and send system information, decreasing the risk of misreported or misdiagnosed errors. Once inside IBM, problem error data is run through a data knowledge management system and knowledge articles are appended to the problem record.

**Customized support:** Using the IBMid entered during activation, you can view system and support information in the *My Systems and Premium Search* sections of the [IBM Electronic Support](#) page.

My Systems provides valuable reports of installed hardware and software using information collected from the systems by Electronic Service Agent. Reports are available for any system associated with your IBMid. Premium Search combines the function of search and the value of Electronic Service Agent information, providing advanced search of the technical support knowledgebase. Using Premium Search and the Electronic Service Agent information that has been collected from your system, you are able to see search results that apply specifically to your systems.

For more information on how to utilize the power of IBM Electronic Services, contact your IBM Systems Services Representative, go to the [IBM Electronic Support](#) website.

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## Prices

For pricing information, contact your IBM representative.

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## Country availability

Country	Planned availability date
United States	September 17, 2021

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[IBM United States](#)

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**Corrections**

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**(Corrected on February 8, 2022)**

Country availability modifications.