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## Highlights

- Extends support for end-of-service IBM software, providing technical expertise for “how to,” usage and defect issues
  - Helps improve systems availability and resiliency through faster and more efficient problem resolution
  - Supports reduced cost of ownership with more cost-effective, feature-rich and thorough support
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# Technical support for end-of-service IBM software

*Help optimize uptime with feature-rich support for end-of-service IBM software*

If your IBM software reaches end-of-service life, you will require a service extension to enable continued access to IBM for “how to” questions, usage issues, and new and known defect support. There are several scenarios where you may need a service extension. For example, you may be planning to migrate to a more current release and need support for older software during the interim. Or, you may want to continue using the older software if you aren’t ready to migrate at this time. No matter the reason, without technical support, your organization could experience downtime—which can negatively impact revenue, customer satisfaction and regulatory compliance management.

IBM Software Support Services – Service extension can provide up to three years of extended support for IBM software that has reached its announced end-of-service date. Our solution lets you direct your “how to” and short-duration usage questions to highly skilled specialists from IBM. We also provide fixes for both new and existing defects. By taking advantage of our expertise, you can help your staff more easily support your end-of-service release. Additionally, our service can help you reduce your total cost of ownership by providing more cost-effective, feature-rich and thorough support.

## Extending support for end-of-service IBM software

Our service extension can:

- Address your “how to” and short-duration usage questions for your end-of-service IBM software
- Provide defect support



- Offer the flexibility to customize services for your unique requirements
- Provide easier and more direct access to our technical specialists, so your staff can more effectively configure, implement and support your environment beyond the end-of-service date

### **Enabling improved availability through more efficient problem resolution**

Our service is designed to provide you with more efficient and robust support to help expedite your resolution time and maintain higher systems availability. Through faster resolution of customization and configuration issues, our service can help you maintain your productivity and responsiveness to business requirements.

### **Facilitating reduced cost of ownership with more feature-rich support options**

We can provide broader and more robust support options for product categories to help you reduce your total cost of ownership. Our solution is also designed to be simpler to understand and to facilitate more comprehensive inventory changes. The service offers:

- Support for virtually unlimited call volumes
- Coverage options including around-the-clock support for customer-critical problems
- Flexible contract terms from three months up to three years to suit your needs
- Support for non-critical problems that can be handled Monday through Friday, from 9 to 5 in your local timezone
- A single-source solution to help mitigate risk and reduce complexity

### **Why IBM?**

Our technical support specialists can offer virtually unparalleled expertise supporting IBM software, and extensive experience supporting associated hardware and software products, including non-IBM products. We can provide a more reliable source for extended “how to,” usage and defect support. And our time-tested methodologies are designed to provide more consistent service delivery and faster problem resolution.

### **For more information**

To learn more about IBM Software Support Services – Service extension, please contact your IBM marketing representative or visit our website:

[ibm.com/services/techsupport](http://ibm.com/services/techsupport)



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