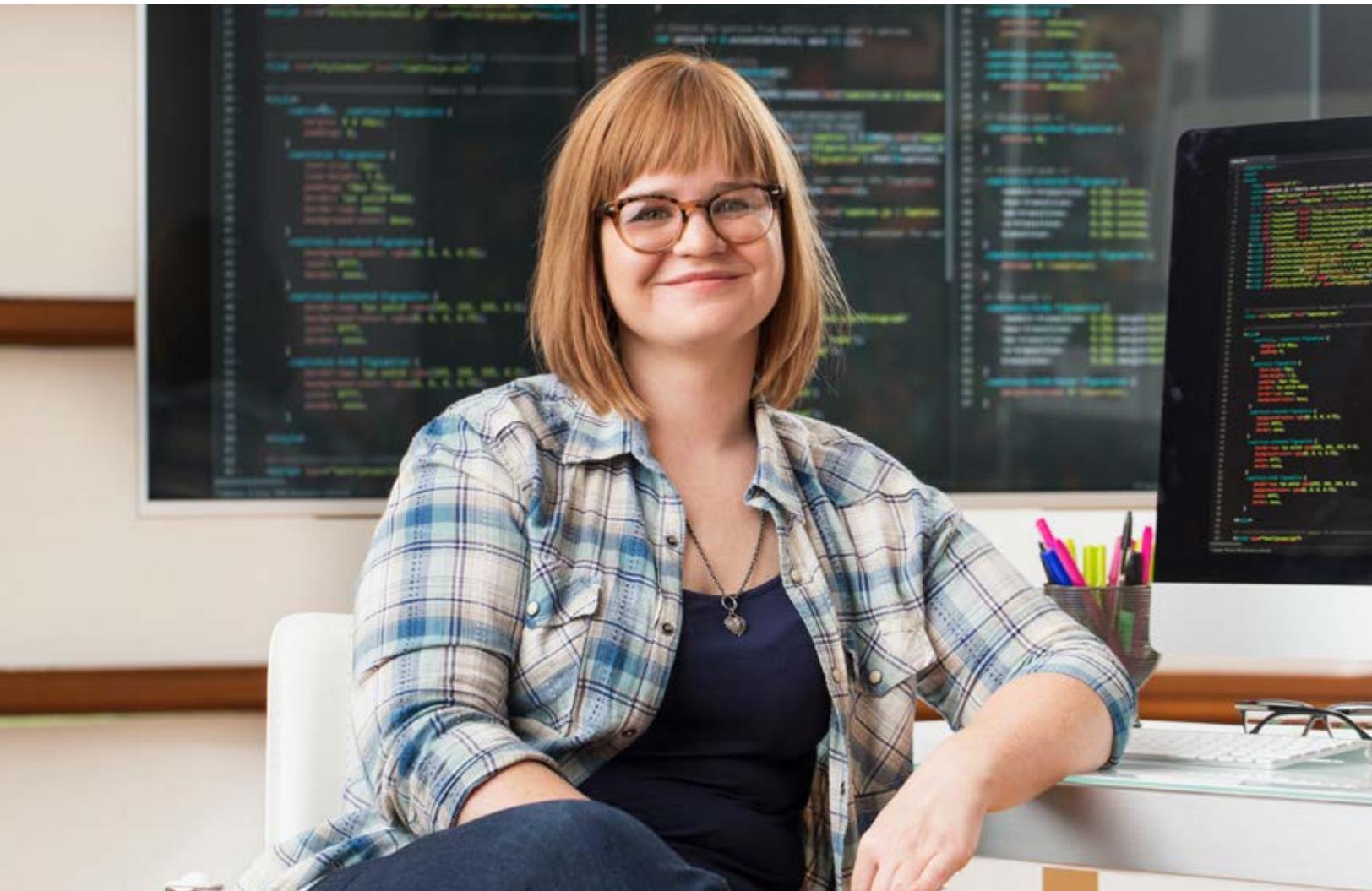


# IBM Support for Community Open Source Software

Reduce complexity with single-source  
support for your open source environment



## Highlights

- Reduce costs by consolidating support for your community open source software
- Increase availability and decrease complexity with single-source support
- Close the skills gap with access to highly skilled industry experts
- Improve developer efficiency and reduce security vulnerabilities

# As more cloud-based applications power business operations, open source packages have become key to infrastructure choice.

They help companies run mission-critical and enterprise-scale applications but bring unforeseen complexities. With limited expert support available for community open source packages, organizations are unsure if the packages they're using are stable or actively supported, or how they'll interact with one another when deployed in a hybrid cloud environment. Managing open source software comes with a learning curve and often requires training that diverts staff from core business projects and drives up costs. Scarcity of experienced support presents scalability, availability and reliability challenges as well.

IBM® Support for Community Open Source Software provides single-source support for your open source environment. IBM provides expert remote technical support for your entire application stack, DevSecOps and modern data management—from the platform to your gateways. IBM software support includes advisory, implementation, troubleshooting and day-to-day application management, helping developers spend less time resolving issues and more time innovating. IBM simplifies support to help you improve efficiencies for faster cloud adoption and open source software deployment while helping you maximize the benefits of each package.

### **The Business Value of IBM Open Source Support**

According to The Business Value of IBM Open Source Support, an IBM-commissioned study by IDC, IBM support helps companies run open source solutions much more efficiently, helping them save time, improve performance and reduce the 3-year infrastructure cost of operations by 30%.<sup>1</sup>

[Learn more](#) →

### **Reduce costs by consolidating support for your community open source software**

Organizations across all industries are turning to open source in an effort to modernize data centers and shift to cloud-based environments. Open source software can also help customers extend the life of their traditional hardware and provides interoperability with numerous software applications. Although the community-based approach of open source software has indisputable advantages, it also burdens enterprises with the task of searching for and evaluating support information. There are no service level agreements or objectives from the community, so you can't rely on the community for support in a timely manner.

IBM Support for Community Open Source Software improves development efficiencies while supporting a wide portfolio of more than 250 open source packages, including the Apache Software Foundation, OpenStack, Ansible, Kubernetes, Nginx, Grafana and openJDK. As your single point of contact, IBM helps you solve problems faster and decrease downtime, reducing your operational costs and helping improve application deployment time through integration and interoperability assistance. IBM supports your open source software running in the cloud and on x86, IBM Power® Systems and IBM Z® systems.

### **Increase availability and decrease complexity with single-source support**

Enterprises face the challenge of maintaining their IT infrastructure availability at all times. Support solutions for open source software are fragmented and grow complex and difficult to manage. Upstream versions of open source packages provide new features that can facilitate business advantages, innovation and interoperability with cutting-edge technologies, but the community can't always keep up with the latest versions. Companies are trying to avoid the infinite loop of responsibility that consumes time and money.

IBM provides a holistic approach and enterprise-grade support for your solution stack. IBM technicians act as an accelerant to the open source community, offering worldwide access to highly specialized advice on a wide range of usage and how-to questions, such as interoperability issues; short-duration open source support guidance, installations and configuration; resources, community engagements and more. When patches or security corrections are required, we act as part of the community to deliver accelerated corrections on your behalf. By engaging with the open source community, we foster an environment that improves the quality of the open source stack and increases security transparency while reducing complexity and speeding time to resolution.

### **Close the skills gap with access to highly skilled industry experts**

Organizations find themselves relying on limited expert support available for community open source packages. With IBM Support for Community Open Source Software, you gain access to industry experts with over two decades of experience supporting open source products. IBM has a long history of supporting commercial and community platforms used in bare metal, virtualized and containerized deployment models, including operating systems, data platforms and application frameworks as well as development, security and operations components. IBM studies community projects and selects those with the best community uptake, market trends, viability and stack interoperability, and at our clients' request. IBM support augments your in-house IT staff, helping close the skills gap and freeing your developers to focus on strategic business projects.

### **Improve developer efficiency and reduce security vulnerabilities**

With IBM Support for Community Open Source Software, you gain access to the Open Source Proactive Reporting Insights tool at no additional cost. Insights from the tool are intended to help remove some of the burden from development teams by identifying Common Vulnerabilities and Exposures (CVEs) and security vulnerabilities through the aggregation of critical security data from a wide variety of sources.

The tool enables users to customize reports to cover some or all of the open source packages covered under IBM support. Its integration with IBM Watson® Language Translator helps ensure a truly global experience. When a new vulnerability is identified or new release information becomes available, subscribers are notified based on their own unique software stack and preferences. The customized reporting can help clients strengthen their security posture while simultaneously improving developer productivity.

## Conclusion

IBM has been supporting open source software for over two decades, providing enterprise-grade support for more than 250 community versions of open source software. With IBM Support for Community Open Source Software, you gain access to industry experts who help close the skills gap of your in-house IT staff. The Open Source Proactive Reporting Insights tool provides businesses the information needed to help strengthen their security posture and improve developer productivity. Our experts around the world are ready to address your complex open source issues for your hybrid cloud environment.

## Why Technology Support Services?

IBM Technology Support Services professionals have decades of expertise in the technology industry. Our experts support over 30,000 IBM and other original equipment manufacturer, hardware and software products. In fact, “The Total Economic Impact of IBM Hybrid IT Support” study from Forrester, which was based on interviews from 286 IT decision-makers who have engaged IBM for multivendor support, found a 21% reduction in the time staff spent on these tasks.<sup>2</sup> You can also count on IBM Technology Support Services to help you keep your mission-critical systems running smoothly 24x7.

## For more information

Learn how to optimize IT maintenance for your hybrid cloud environment.

Learn more →

Talk with us →

You can also reach out to your IBM representative or IBM Business Partner for more information, or explore the IBM Technology Support Services [website](#).

Additionally, IBM Global Financing provides numerous payment options to help you acquire the technology you need to grow your business. We provide full lifecycle management of IT products and services, from acquisition to disposition. For more information, visit [ibm.com/financing](https://ibm.com/financing).

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1 The Business Value of IBM Open Source Support, an IDC study commissioned by IBM, January 2021.

2 The Total Economic Impact of IBM Hybrid IT Support, a Forrester study commissioned by IBM, January 2021.

