

# IBM Expert Assist

Buying Expert Assist Project Units from Technology Services is a simple way to purchase services for expected and unexpected needs



## Highlights

Expert Assist offers easy-to-purchase and easy-to-use services for wherever you are in your product lifecycle.

Purchase Expert Assist Project Units to use as you choose over the next year.

A standardized offerings catalog reflects historic demands and strategically critical workloads.

Businesses in today's complex hybrid IT environment need technical advice and services to continue innovating and leveraging new technologies while keeping their existing infrastructure up and running. Organizations are developing more sophisticated, dynamic architectures that include multiple vendors, on- and off-premises systems, complex networks and advanced security requirements. These architectures not only need to be designed and planned to excel, but they must also be executed flawlessly across the product and solution lifecycle with limited resources.

IBM Expert Assist helps address these challenges by providing the capability to purchase project units at the time of purchase of IBM Systems and utilize over a 12-month period after the purchase. After the purchase of IBM Expert Assist, you will be able to select offerings from a catalog of service offerings that have been selected due to large historic demands and are considered strategic for our clients. IBM Expert Assist is backed by IBM Technology Services consultants with deep technical expertise, valuable tools and successful methodologies designed to promote best practices and address complex infrastructure challenges. We plan, deploy, support, optimize and refresh hybrid cloud and enterprise IT data center infrastructure, enabling you to protect your IT investment and consistently maintain high availability for mission-critical workloads across the product lifecycle.



### **Expert Assist Project Units**

Whether you are experiencing issues between systems and applications, worried about sub-optimal performance or just looking for ways to get the most out of your infrastructure, Expert Assist Project Units offer a simplified method to purchase services to address those expected or unexpected needs. You can purchase project units in the number that works for you when you purchase new IBM Systems infrastructure, securing a Technology Services expert. The project units can be redeemed from a variety of standardized service offerings over a 12-month period from the date of purchase.

### **Standardized service offerings for the lifecycle**

IBM Expert Assist offerings have been standardized to address your technology lifecycle needs. A wide variety of offerings can assist you from any moment in the plan, deploy, support, optimize and refresh lifecycle. For example, while purchasing new IBM infrastructure during the refresh cycle, you might be looking for design services such as hybrid cloud, availability or security. During the deployment phase, you might need assistance for implementing new hardware or an advanced feature. In the optimize phase of the lifecycle, you might need assistance with automation or an assessment to improve security, availability, health or performance of your infrastructure. The full list of Expert Assist offerings can be found at [ibm.biz/expertassist](https://ibm.biz/expertassist).

### **Select the service after your purchase**

Expert Assist lets you get assistance as you require it. Once purchased, contact IBM Technology Services to select offerings from the menu based on the number of project units you purchased. You are free to select offerings anytime during the contract period, and if required, can purchase additional project units to help you achieve your lifecycle goals.

## **Conclusion**

Managing and protecting your infrastructure investment and consistently maintaining performance, high availability and security for mission-critical workloads can be challenging. With the help of IBM Expert Assist, you can plan for the expected issues and be prepared for the unexpected issues in easy-to-purchase and easy-to-use project units performed by the deep technical experts of IBM Technology Services.

## **Why IBM Technology Services:**

IBM Technology Services professionals have decades of expertise in the technology industry and are located across the globe. IBM's proven history of service, technical support and reliability, combined with access to IBM product development and engineering labs, helps provide efficient advice and problem-solving solutions for businesses looking to evolve their technological stack. Our deep technical expertise, valuable tools and successful methodologies are designed to help clients solve business challenges, gain new skills and apply best practices.

## **For more information**

To learn more about Technology Lifecycle Services Expert Assist, contact us at [technologyservices@ibm.com](mailto:technologyservices@ibm.com) or visit [ibm.biz/expertassist](http://ibm.biz/expertassist).

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