IBM Services

Open source
software support

Comprehensive tech support for an open source world

Accelerate development
and make it more efficient

Developers, do you ever want to just ask a friend?

Open source software support from IBM Services and Rogue Wave Software can be your new best friend. Whether you're in a jam and need help fast, or you want to institute better practices right from the start, we've got your back.

Go beyond break/fix
The vast majority of open source problems stem from interoperability issues or from something in the environment that's outside of the package. Take a preventative, proactive approach.

Get your hands on the right resources
Gain access to industry experts and obtain virtually unlimited assistance for a wide variety of how-to and usage questions. Learn how to make the most of the software you're using—specific to your environment.

Start smart with installation and configuration advice
Get answers to specific installation questions for documented functions. Based on our many years of experience, we will provide expert advice to help make your job easier.

IT leaders, get a handle on open source challenges

Open source software is great—until it isn't. When your developers use their precious time to find fixes and search for best practices in the nuanced world of open source, efficiency suffers. Take action to keep your code writers focused on what they do best: writing code.

Access the source of wisdom for open source support
With more than 18 years of experience supporting open source software, the people at IBM Services know tech support. In addition, our partnership with Rogue Wave provides access to a team of highly skilled Enterprise Architects who have over a decade of hands-on open source experience.

Manage the realities of the open source development lifecycle
Nothing happens in a vacuum—including tech support. Take a holistic approach and provide your team with support for the solution stack at any stage of software development, whether in the sandbox or in production.

Support strong governance
A piecemeal approach to open source support could jeopardize your application development strategy. Review problems from a systems perspective, and address product compatibility and interoperability questions, right from the start.

A community with support at its heart

When you write, test and deploy complex open source code, you want a group of like-minded friends to support you. IBM and Rogue Wave participate in a wide variety of community projects. We help the best and brightest thrive in a fast-paced world.

Get enhanced support for CentOS
Don't wait to get the answers you need right now. With comunity involvement and an active development team in place, you can get critical fixes for CentOS when you need them.

Validate and solve complex cases
Open source maintainers will review the comprehensive package you submit. Maybe you need a detailed analysis, a test case or a proposed fix. We'll help marshal proposed fixes and features to open source communities for possible acceptance.

Receive short-duration guidance
Find advice on which OSS packages could be optimized or best-suited for your specific project. Ask the hard questions. Our community of experts is here for you.

To learn more about IBM Technology Support Services Multivendor Software Support, contact your IBM representative or IBM Business Partner, or visit the following website: http://ibm.biz/OPsource

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