Technology Lifecycle Services for Red Hat

Speed adoption of hybrid cloud and reduce complexity and cost of IT infrastructure

Highlights

Speed adoption of hybrid cloud with Red Hat planning, deployment and support services

Reduce complexity and cost while spending time to resolution with single-source support

Facilitate high availability and optimization for mission-critical and enterprise-scale applications

Simplify IT operations with IT automation services

Modern organizations are increasingly shifting their mission-critical, enterprise-scale applications to hybrid cloud environments.
The wide variety and rapid growth of open-source products has created the current challenges around adoption guidance, interoperability and solution roadmap planning. Companies face security and transparency challenges in their open-source applications and require expert support for the entire IT ecosystem to enable business operations. In addition, a lack of skilled technicians can force in-house developers to divert time from strategic business projects to resolve problems, resulting in lost productivity along with persistent IT issues.

Open source is the default choice for modern IT solutions, and Red Hat® is a global IT provider in open-source cloud software that enables enterprises to build and manage applications essentially anywhere. Red Hat operates as an independent subsidiary of IBM and continues to provide high-quality support for its technology. IBM Technology Lifecycle Services provides support and services, or technology lifecycle services, for Red Hat to plan, deploy, support, optimize and refresh solutions for clients that run Red Hat products across multiple platforms. These include IBM® Power® Systems, IBM Z®, x86 and cloud, because of our unique understanding of the IBM Systems ecosystem.

By selecting IBM as their support and services partner, clients yield the benefit of IBM's deep technical and commercial relationship with Red Hat while gaining access to IBM expertise in running Red Hat solutions on the IBM Systems infrastructure. With global coverage and over two decades of expertise in Red Hat support, IBM helps clients plan, deploy, support and optimize their hybrid cloud environment on Red Hat.

IBM

Reduce complexity and cost while speeding time to resolution with single-source support
IBM Support for Red Hat offers the procurement of Red Hat subscriptions and a single-source support solution to help you with any Red Hat technology across your ecosystem. This remotely delivered IBM Support Line service is designed to provide quick, more affordable access to IBM technical specialists for problem resolution and adoption, helping make the adoption of Red Hat software faster and more efficient. Choosing a single-vendor contract eliminates the need to manage multiple contracts, simplifying support and helping make it easier to track and manage subscriptions. The service provides a clear delineation of service responsibility to help reduce the cost, complexity and time spent on problem resolution.

Speed adoption of hybrid cloud with Red Hat planning and deployment services
Leverage our experts' IBM Systems and Red Hat skills for a variety of Technology Services to assist with planning and deploying Red Hat solutions with RHEL, Ansible and OpenShift on IBM Systems infrastructure. IBM's experts can help clients plan and deploy cloud-native solutions to containerize applications with Red Hat OpenShift and Kubernetes. Services also include the design and implementation of AI solutions and SAP HANA solutions on Red Hat Enterprise Linux.

Facilitate high availability for mission-critical and enterprise-scale applications
IBM is dedicated to keeping clients' business running around the clock. IBM Support Line services are available 24x7 to answer how-to questions and address issues involving usage, installation, product compatibility and interoperability. We can also diagnose and isolate source code defects. IBM internal data tracking shows that we resolve 99% of Red Hat Enterprise Linux® issues in-house, without needing to engage Red Hat for support.[1] With IBM Support for Red Hat, clients can prevent unplanned downtime while facilitating high system availability and increasing efficiency for their in-house IT teams. In addition to support, IBM offers services to help assess and optimize performance, security and resiliency of IBM Systems and Red Hat solutions.

Simplify IT operations with IT automation
If clients are using or considering Ansible as part of their DevOps tools, IBM offers Technology Services for IT automation. The service assists clients with building a strategy and getting started with Ansible automation, including the quantification of the benefits of using Ansible for modernizing the IT environment. Not only will IBM experts implement the solution, but they can provide sample playbooks customized for DevOps and recommendations for potential use cases. Experts will share best practices and provide skills enablement for the IT team.

You can count on
IBM Technology Lifecycle
Services to keep your
mission-critical systems
running smoothly 24x7

Conclusion
The journey to hybrid cloud and digital transformation drives increased IT complexity and skills requirements. IBM Technology Lifecycle Services can help clients accelerate their journey to hybrid cloud with Red Hat and IBM Systems support and services. IBM Support for Red Hat provides a cost-saving strategic approach to maintaining the hybrid cloud environment while reducing complexity and time to resolution for Red Hat technology. Clients gain access to industry experts who help close the skills gap of their in-house IT staff. IBM technicians in nearly 130 countries are ready to address complex issues with Red Hat and IBM Systems across the technology lifecycle.

Why IBM Technology Lifecycle Services?
IBM Technology Lifecycle Services professionals have decades of expertise in IBM Systems and Red Hat technologies to help clients build the foundation for today's hybrid cloud and enterprise IT data centers to empower their business. Our services enable clients to gain new skills and apply best practices while solving business. In addition, clients can also count on IBM Technology Lifecycle Services to help keep mission-critical systems running smoothly 24x7.

For more information
To learn more about how IBM Technology Lifecycle Services can help your organization speed adoption of hybrid cloud on IBM Systems and Red Hat, please contact your IBM representative or Business Partner, reach out directly to an IBM TLS expert, or visit www.ibm.com/services/multivendor-support

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