

IBM Technology Support Services

IBM Support for Red Hat

Increase efficiency and reduce costs
with single-source support



Highlights

- Reduce complexity and cost while speeding time to resolution with single-source support
- Facilitate high availability for your mission-critical and enterprise-scale applications
- Gain enterprise hybrid cloud support for your entire ecosystem

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 create new challenges around adoption guidance, interoperability and stack roadmap planning. Companies face security and transparency challenges in their open-source applications and require expert support for the entire IT ecosystem to ensure business operations. But 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 world leader in providing 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® Support for Red Hat offers a differentiated service for clients that run Red Hat products across multiple platforms, including IBM® Power® Systems, IBM Z® systems, x86 and cloud, because of our unique understanding of the IBM Systems ecosystem. By selecting IBM as your support partner, you yield the benefit of IBM's deep technical and commercial relationship with Red Hat while gaining access to IBM expertise in supporting the broader open-source ecosystem and infrastructure platforms. With global coverage and over two decades as an industry leader for Red Hat support, our services help you optimize your hybrid cloud environment.

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

IBM Support for Red Hat offers 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 cost, complexity and time spent on problem resolution.

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

IBM is dedicated to keeping your 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. With IBM Support for Red Hat, you can prevent unplanned downtime while facilitating high system availability and increasing efficiency for your in-house IT teams.

Gain enterprise hybrid cloud support for your entire ecosystem

Time spent chasing or staying ahead of security and transparency exposures versus innovating can become a technical debt that overwhelms your developers. With a team of skilled technicians who can assist with security and transparency of your applications, IBM Support for Red Hat provides comprehensive support for your hybrid cloud environment. IBM's hybrid cloud and enterprise IT scale help businesses take full advantage of the Red Hat open-source technology portfolio. With over two decades of experience supporting Red Hat software and support that spans over 250 community open-source software products, IBM offers a unique single-source support model for your entire ecosystem.

Conclusion

IBM Support for Red Hat provides a cost-saving strategic approach to maintaining your hybrid cloud environment while reducing complexity and time to resolution for Red Hat technology. You gain access to industry experts who help close the skills gap of your in-house IT staff. Our technicians in nearly 130 countries around the world are ready to address your complex support issues.

Why Technology Support Services?

IBM Technology Support Services professionals have deep 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.² 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.

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1 Based on IBM internal data.

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

