IBM Technology Lifecycle Services for IBM Z and LinuxOne

Drive consistency and high availability in your data center

Businesses in today's complex hybrid IT environment need services and support to take full advantage of new technologies, across data centers, cloud, and edge, while keeping their existing infrastructure up and running. Organizations want proactive and predictive capabilities to help predict and prevent unplanned disruption for both their IBM and their 3rd party vendor hardware and software. They need infrastructure services across the product lifecycle to manage day-to-day data center needs and to proactively manage systems' health and interoperability. These hybrid architectures need to be designed and planned to excel, but they must also be executed flawlessly across the product and solution lifecycle with precious few skilled resources available.

IBM Technology Lifecycle Services (TLS) offers infrastructure support and services to plan, deploy, support, optimize and refresh IBM Z and LinuxONE technology in your data center.

Planning and Deployment Services
IBM Technology Lifecycle Services (TLS) offers infrastructure services to help clients leverage the unique capabilities of IBM Z and IBM LinuxONE™ to build the foundation for today's hybrid cloud and enterprise IT data centers.

Installation and Configuration
IBM Z and LinuxONE products are installed and configured by IBM experts as part of the warranty. IBM consultants can also help you plan and deploy features and services on the Z platform such as Quantum Safe, AI, and hybrid cloud infastructure.

Warranty and Support

Building an effective infrastructure is only the first step. Complex IT infrastructure takes a broad spectrum of skills to maintain and optimize.

IBM Technology Lifecycle Services (TLS) provides support and maintenance services to help ensure that our clients' infrastructure run at optimal levels, starting with our base maintenance services. Clients make support decision about IBM LinuxONE with IBM LinuxONE Expert Care at the time of purchase. For IBM Z products, clients will make support decisions when their warranty is coming to an end through the purchase of IBM Hardware and Software Maintenance Services.

IBM

IBM Support Insights

IBM warranties and maintenance contracts include IBM Support Insights, a security-rich digital service that provides a holistic view of clients' hybrid IT infrastructure and can help improve IT uptime and address vulnerabilities. By continually monitoring hybrid IT assets, analytics-driven insights provide asset management, lifecycle management, support trends, and preventive maintenance recommendations with automated notifications for risk and exposures.

IBM Z Alert and Resolve takes Support Insights to the next level, making it easier to take the next step on appropriate fix data by providing access to ServiceLink. In addition, Support Line (SoftwareXcel in US) opens the door to engage with IBM Technical Support Engineers, who not only have critical skills to assist in problem determination but will also provide Q&A and how to support, with 2-hour response times, 9x5.

IBM Premium Services

IBM Z and LinuxONE servers are often used for mission-critical applications, and clients are looking for high availability. Premium services are available to enhance the expected support available through Hardware and Software Maintenance Services.

IBM Proactive Support for IBM Z includes premium services for personalized support from a skilled, dedicated IBM specialist as well as providing alerts and recommended actions to help mitigate problems and reduce unplanned downtime and risk by quickly resolving incidents with priority response. Global delivery and easier access to IBM product development and engineering labs further fuel the problem-solving process to help improve system availability, productivity, and recoverability. Our highly skilled, dedicated technical account managers use proprietary diagnostic tools and function as an extension of your IT staff to lower your investment in in-house technical support.

Proactive Support includes enhanced response times as well.
– 30 Minute response times for Severity 1 tickets, 24x7
– 2-hour response times during Prime shift for all other Severities
– 4-hour response times during off shift, for Severity 2 tickets

With the increasing complexity of IT environments, the sheer volume of systems and applications within the environment makes it difficult for any IT organization to maintain in-house skills and expertise needed to run and stay optimized across the data center. IBM covers maintenance and support for approximately 22,000[1] IBM and other OEM hardware and software products and can help drive consistent results across the data center with an integrated data center support strategy.

IBM Accelerated Value Program

When you need managed support across your enterprise, IBM Accelerated Value Program provides cross-platform incident management for your hardware and software portfolio. Clients benefit from a single point of contact in IBM and are provided support for enterprise-wide account orchestration. That contact will not only manage cases and escalations across the supported infrastructure, but they will also proactively look for ways to improve your overall IT environment.

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

IBM Project Services for Infrastructure
Additional premium services are available to help you with your day to day
data center requirements. IBM Project Services for Infrastructure deliv-
ers services for short-term hardware projects to install and update systems
including installation, migration and configuration, and performance tuning to
keep systems at optimal performance. Services are available for special events
such as relocation, physical inventory inspection and even data center opera-
tions reviews. Education services for skills transfer can help clients who need
to keep skills current in their IT staff. You have the flexibility to work with IBM
TLS to supplement your staff in labor and skills for most short term data center
projects.

IBM Asset recovery and disposition
When it is time to retire assets, IBM offers Asset Recovery and Disposition ser-
vices today in the US and in Canada. TLS (jointly with GARS) can help clients
prepare, remove and ship assets in a secure way, and then recycle or resell in
compliance with local regulations.

IBM Remote Assistance for IBM Z
IBM Remote Assistance for IBM Z can be a valuable solution for providing fast
and efficient technical support options, real-time remote assistance, proactive
monitoring and management, and online technical resources designed to help
IBM Z users quickly and easily resolve technical issues..

IBM LinuxONE Expert Care
Managing and protecting your investment in IBM® LinuxONE and consistently
maintaining high availability for mission-critical workloads can be challenging.
IBM® LinuxONE Expert Care allows clients to provide more predictable
maintenance costs and facilitates reduced deployment and operating risks.
With IBM as your single source of support, from reporting to resolution, you
can dramatically optimize system availability, reduce costs, and unburden your
staff to focus on other competencies and business priorities.

Conclusion
Managing and protecting your infrastructure investment and consistently
maintaining high availability for mission-critical workloads can be challenging.
TLS can help you plan and deploy the functionality you need from your IBM
Z, and provide a simplified approach to support for IBM Z and beyond in your
data center.

Why IBM Technology Lifecycle Services?
IBM Technology Lifecycle Services professionals have decades of expertise in
the technology industry. IBM's worldwide reach allows TLS to deliver a holistic
set of hardware and software support services that help identify dependencies
across your IT portfolio. 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.

For more information
To learn more about support and services for IBM Z and LinuxONE, please
contact your IBM representative or Business Partner, reach out directly to an
IBM TLS Expert or visit ibm.com/services/systems-support.

[1] As of November 2023, IBM Technology Lifecycle Services actively supports 22,698 distinct machine types or models (IBM Systems Support and Multivendor).