



IBM Technology Support Services for IBM zSystems

Accelerate adoption and protect
your infrastructure investment



Businesses in today's complex hybrid IT environment need technical advice and services to take full advantage of their current and future IT across network, datacenter, cloud, and edge, while keeping their existing infrastructure up and running. They need smart support to help predict and prevent unplanned disruption, and technical services that accelerate how businesses take advantage of the opportunity hybrid technology environments present. More sophisticated, dynamic architectures that include multiple vendors, on and off premise systems, complex networks and security requirements are being developed. These architectures not only need to be designed and planned to excel, but they must also be executed flawlessly with precious few skilled resources available.

IBM Technology Support Services (TSS) offers infrastructure support and services to help you build and maintain the foundation for today's hybrid cloud and enterprise IT data centers.

Plan and Build

TSS offers infrastructure services to help clients leverage the unique capabilities of IBM zSystems to build the foundation for today's hybrid cloud and enterprise IT data centers. With IBM zSystems and a broad choice of operating system, virtualization and middleware software, TSS helps you deploy the building blocks of a next-generation IT infrastructure to run a significant amount of the world's economy and empower your business.

TSS consultants can:

- Accelerate upgrades to IBM z15™ with proven migration services
- Accelerate deployment of enterprise infrastructure with IBM Z Forward Acceleration
- Provide IBM z16™ services focused on Quantum-Safe, AI, continuous compliance and IBM z16 migration
- Design and build hybrid cloud infrastructures for enterprise systems
- Design and deploy Kubenertes-based solutions such as Red Hat® OpenShift® for IBM zSystems
- Deploy and optimize scalable enterprise Linux® solutions
- Consult and deploy new cloud native environments based on Hyper Protect Services

Highlights

- Customizable support tiers up to 24x7x365
- Support Insights provides analytics-driven insights and automated notifications for risk and exposures
- Proactive Support options include dedicated IBM specialist and priority response times
- Enterprise Accelerated Value Program provides cross-platform incident management for your hardware and software portfolio
- Technical Services to support you from design to deployment to optimization of your IBM zSystems platform

Support and Optimize

Building an effective infrastructure is only the first step. Complex IT infrastructure takes a broad spectrum of skills to maintain and optimize. IBM TSS provides support and maintenance services to help ensure that our clients' infrastructure runs at optimal levels, starting with our base maintenance services. IBM warranties and maintenance contracts include IBM Support Insights, a security-rich cloud-based service which 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.

Specific to IBM zSystems, Alert and Resolve then makes it easy to take the next step on appropriate fix data, by providing access to ServiceLink, a suite of web-based tools, which includes the ability to easily order the desired IBM fixes. Moving further up the scale of value and ROI, 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 Proactive Support for IBM zSystems includes premium services for personalized support from a skilled, dedicated IBM specialist as well as providing alerts and recommended actions to help avoid 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 significantly 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

If you are looking to accelerate the business outcomes from your IBM zSystem with deep expertise, IBM Expertise Connect subscription services are designed to help clients achieve their business outcomes faster and more successfully through an ongoing trusted advisor relationship. Expertise Connect provides clients with an assigned Technical Account Manager (TAM) as well as one or more of experienced consultants, who become extended members of your team and act as trusted advisors and mentors. In addition to faster problem resolution, they can help you to accelerate IBM z16 adoption, mentor on best practices, and provide consulting on optimizing the automation of your IT Operations.

With the increasing complexity of IT environments, the sheer volume of systems and applications within the environment makes it nearly impossible for any IT organization to maintain in-house skills and expertise needed to run and stay optimized across the infrastructure. IBM covers maintenance and support for approximately 30,000 IBM and other OEM hardware and software products. According to Forrester, clients reduced hardware IT maintenance and support costs by 30% by leveraging IBM MultiVendor Support.

When you need managed support across your enterprise, Enterprise 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.

Finally, there are times when you need those deep technical skills and proven expertise. For example, you may want to modernize your zSystems applications, go deep on optimizing your infrastructure for performance, or to improve your security and compliance posture. Find out more about technical services to do things like:

- Optimize resiliency for z/OS® and Linux applications and environments
- Optimize application and database performance for z/OS, Linux, CICS®, IMS® and Db2®
- Plan and deploy modern application and database solutions
- Advise on, and use exclusive IBM zSystems security and data privacy capabilities
- Deploy cutting-edge Cyber Security and Resiliency capabilities
- Advise on pervasive encryption and achieving enterprise-wide data security
- Advise on data privacy and deploy Hyper Protect Data Controller capabilities

Conclusion

Managing and protecting your infrastructure investment and consistently maintaining high availability for mission-critical workloads can be challenging. TSS can help you plan and deploy the building blocks of a next-generation hybrid cloud IT architecture to enable any possibility.

Why TSS

IBM Technology Support Services professionals have decades of expertise in the technology industry. IBM's worldwide reach allows us 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. You can count on IBM Technology Support Services to keep your mission-critical systems running smoothly 24x7.

For more information

To learn more about the support and services available for IBM zSystems visit the TSS web page <https://www.ibm.com/services/technology-support>, or contact your IBM representative or IBM Business Partner, or complete this [form](#) for an IBM representative to contact you.

Learn more:

<https://www.ibm.com/services/technology-support>

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