

Technology Lifecycle Services for IBM Storage

Drive consistency and high availability in your data center



Highlights

Plan and deploy
enterprise storage
solutions

Customize support
options with IBM Expert
Care

Leverage IBM for
day-to-day data center
needs

Optimize IBM Storage
systems

Refresh to the latest
technology

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 proactively manage day-to-day data center needs, the health of systems, and their 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 support and services for IBM Systems products, Red Hat, and leading third-party systems and software. IBM processes are infused with AI, from client self-service to internal automation, reducing planned and unplanned downtime. IBM plans, deploys, supports, optimizes, and refreshes hybrid cloud and enterprise IT data center infrastructure, enabling organizations to drive consistency, resiliency and high availability across the data center.

Plan and deploy enterprise storage solutions

IBM TLS partners with IBM Expert Labs to offer services to help clients to plan and deploy the unique capabilities of IBM Storage systems. Clients can leverage advisory services to determine the best solution for hybrid cloud, containerization, cyber resiliency, modern data protection, and monitoring and analytics for multiple-vendor storage environments. They can analyze storage environments for the best alignment of business and IT data strategies, recommend and deploy storage solutions to enable clients to reduce complexity, and leverage legacy systems while integrating new technologies.



Customize support options with IBM Expert Care

IBM Expert Care is included with most Storage systems and includes customizable support options. Expert Care integrates and prepackages hardware and software support services into a tiered support model that enables clients to choose the right services for their organization. This approach to support is designed to provide more predictable maintenance costs, reduce deployment and operating risks, and allow organizations to choose to maintain higher availability and access priority services to care for mission-critical requirements of their IT infrastructure.

In this complex environment, the old “break and fix” mentality is no longer acceptable. A proactive support approach is needed to not only stay ahead but also to free resources up to focus on other business challenges. Premium services are available as an add-on when Expert Care is not available and in some Expert Care tiers. These services are designed to help clients balance high availability and improved affordability while maintaining converged, virtualized, and cloud-based IT environments.

Premium service options may include services to proactively manage code loads, provide predictive alerts and recommendations, and the potential to get dedicated support from an IBM Expert Care Technical Account Manager (TAM). The Expert Care TAM understands each unique IT environment, leverages proprietary diagnostic tools, and strives to speed up the identification and resolution of issues across hardware and software technology from IBM and other vendors, delivering time and development options back to the client.

Leverage IBM for day to day data center needs

Beyond IBM Expert Care, additional premium services are available to help you with your day to day data center requirements. 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.

IBM Project Services for Infrastructure delivers 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 operations 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 TLS to supplement your staff with labor and skills for most short-term data center projects.

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

Optimize IBM Storage Systems

Whether clients are experiencing issues between systems and applications, worried about sub-optimal performance, or just looking for ways to get the most out of their infrastructure, TLS has the expertise to help with the right people, processes, and technology. From simple checklists to deep health checks, IBM experts can help clients uncover and fix sub-optimal infrastructure scenarios, analyzing the health and optimizing the performance of their IBM Storage systems. IBM experts leverage proven methodologies to help clients optimize their IT infrastructure.

Refresh to the latest technology

As the product lifecycle reaches its end, it's time to refresh. Whether it is a simple upgrade to a new version or a migration to a completely new solution, IBM Technology Lifecycle Services can help. Capacity planning services enable clients to decide whether they just need more storage capacity or whether they need to consider a new solution.

When it is time to retire assets, IBM offers Asset Recovery and Disposition services 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.

Conclusion

Managing and protecting your IBM Storage 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 Storage products, and provide a simplified approach to support for IBM Storage 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 enables delivery of a holistic set of hardware and software support services that help identify dependencies across clients' IT portfolio. IBM's proven history of service, technical support and reliability, combined with access to IBM product development and engineering labs, is designed to provide efficient advice and problem-solving. You can count on IBM Technology Lifecycle Services to help keep your mission-critical systems running smoothly 24x7.

For more information

To learn more about the full spectrum of support and services for IBM Storage, please contact your IBM representative or Business Partner®, reach out directly to an [IBM TLS expert](#), or visit www.ibm.com/services/systems-support.

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New Orchard Road
Armonk, NY 10504

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