

IBM Infrastructure Support Expert Care Suite for Power Systems

As IT market and you continue to evolve at a rapid pace, we're committed to helping you stay productive and ahead of the curve.



IBM, Proven Expertise, Unmatched Reliability



Unmatched Resolution
1.5 million Call Home events were resolved with automation in 2024.



Designed for You
Tailored support with up to 6-hour committed fix times.



AI-Infused Support
Utilizing IBM WatsonX to speed time to resolution.



Globally Available
Support coverage in 140+ countries.



Support Insights
Simple inventory and risk analysis with over 1.8M security vulnerabilities identified since its inception.

Supporting IT Complexity with Intelligence and Expertise

In today's fast-evolving digital landscape, IT leaders must balance innovation and security while maintaining operational excellence to ensure their business growth and transformation continue. However, IT organizations face unprecedented challenges around security, AI, and bridging the ever-challenging IT skill gap while balancing the time to maintain IT environments.

- Only 25% of executives believe their IT infrastructure can scale AI across the enterprise¹
- The global average cost of a data breach is \$4.88M, a 10% increase in one year²
- 35% of the IT workforce needs upskilling to meet today's needs³

To stay competitive, businesses need a resilient and well-supported IT foundation that adapts to their needs to remain ahead of the curve. IBM Infrastructure support and our Expert Care suite are positioned to be your complete IT support and services solution, giving you time back and highly available environments.

Tailored Support for IBM Power Systems

IBM Premium Expert Care is ideal for businesses with mission-critical workloads that demand continuous availability and accelerated response times. This option offers a personalized support experience through the integration of predictive analytics, proactive and actionable recommendations, priority service response, and access to highly skilled IBM engineers — all working to keep your Power infrastructure available and optimized for performance.

IBM Advanced Expert Care is designed for clients with workloads that need 24/7 support coverage and rapid response. This option delivers continuous technical support powered by AI-driven analytics to help detect and speed issue resolution.

To further tailor your support experience, **customizable Add-On Services** are available to address specific business needs. These enhancements provide stronger data protection to safeguard critical assets, expert on-site assistance for IBM Power installation, configuration, and updates, and guaranteed repair time commitments to help ensure uninterrupted business operations.

IBM, Your Partner in IT Resilience

The IBM Infrastructure Expert Care suite is supported by a global team of experts dedicated to helping clients maintain a high-performing, secure, and resilient IT environment. With IBM, you gain a trusted partner committed to service excellence and long-term infrastructure success.

IBM Power Expert Care Services

	Advanced	Premium
	For workloads that need 24/7 coverage and rapid response	For workloads that demand continuous availability and accelerated response times
Technical Support Availability and Response Objective	Support Availability: 24x7 Remote Technical Support: Sev. 1 & 2: 2-hour response time	Support Availability: 24x7 Remote Technical Support: Sev. 1 & 2: 30 min response time
Covered Products	Hardware & System Software	Hardware & System Software
On-site Response	Same Day	Sev. 1: 4 hours onsite response
TLS Support Platform with AI	✓	✓
Proactive Analysis & Automated Case Creation	✓	✓
Access to System and Microcode Downloads	✓	✓
Security Advisory	✓	✓
Priority Access to Skilled Support	✓	✓
Priority Severity 1 Case Handling & Automated Case Decoding		✓
Technical Account Manager (TAM)		✓
System and Microcode Compatibility Analysis		✓
Mission Critical Support		✓

IBM Power Expert Care Add-on Services

Machine Setup Services	✓	✓
Media Retention	✓	✓
Committed Fix Times (CMSL)	✓	✓
On-site and Remote Code Updates (Sys SW with GTMS)	✓	✓
Technical Account Manager - Health checks (Hardware, OS, HA, VM)		✓
Technical Account Manager - Increased Review Meetings		✓

Glossary

Technical Support Availability and Response Objective	IBM official support channels are available on 9x5 support for basic warranty terms and on 24x7 for both Advanced and Premium Expert Care.
Covered Products	IBM infrastructure hardware and systems software (product firmware) is eligible for Expert Care agreement. More details can be found here (https://www.ibm.com/support/pages/node/7232027). Software Maintenance (SWMA) is a mandatory prerequisite purchase for all Power Expert Care Power Systems.
On-site Response	IBM will send Support Service Representative (SSR), with replacement part(s) if necessary, to the customer's site to work on a break/fix after we have isolated the problem and determined that on-site hardware replacement and support is necessary. The response objectives are Next Business Day (NBD) for basic or Same Day on a 24x7 basis for Advanced and 4 hrs for Severity 1 issues and same business day for severity 2 through 4 events with Premium, including holidays.
TLS Support Platform with AI	IBM leverages a suite of AI-powered tools to enhance response time, support case resolution and improve overall customer satisfaction. These support tools streamline issue diagnosis, reduce resolution times, and provide real-time recommendations to our support engineers while also enabling AI chat self-service capabilities to clients through a unified chat platform.
Proactive Analysis & Automated Case Creation	Through IBM's secured connection call home technology we detect and automatically open cases on your behalf to proactively address impacting events. Call home feature must be enabled and connected to IBM. Additionally, upon registering assets to IBM Call Home Connect Cloud the tool provides clients the capability to view and monitor key status indicators.
Access to System and Microcode Downloads	<ul style="list-style-type: none"> • With the My Notification tool a client can stay informed when new system SW updates are available for IBM infrastructure systems • The IBM fix central tool provides system SW fixes
Security Advisory	IBM Support Insights is a cloud-based service that helps IT teams improve uptime and address vulnerabilities with analytics-driven insights, asset management and preventive maintenance recommendations to improve infrastructure availability. IBM Support Insights provides alerts for security vulnerabilities, coverage, operating software (OS)/firmware and hardware, IT environment risk scores with history, and prescriptive recommendations for how to remediate potential issues.
Priority Access to Skilled Support	<p>Support cases are immediately acted upon with IBM automated case decoding tools to streamline issue diagnosis and route to the appropriate skilled team.</p> <ul style="list-style-type: none"> • Prioritized troubleshooting on critical cases to help reduce downtime and lost productivity. • Enhanced monitoring from their designated Technical Account Manager • Utilizes TLS Support Platform with AI such as Cognitive Support Platforms, CSP, to gain visibility into the issue as well as system diagnostic data.
Priority Severity 1 Case Handling & Automated Case Decoding	IBM Remote technical support teams to prioritize valid severity 1 system down cases to help reduce downtime and lost productivity.
Technical Account Manager	<p>Technical Account Manager (TAM) is an assigned critical product-based support person that will serve as the key Client interface for in scope hardware and software, delivering partnership and consultancy. The TAM delivers superior support experience through preventive, proactive, and predictive services.</p> <ul style="list-style-type: none"> • Dedicated Expert: A single point of contact and trusted advisor who understands your business and aligns with your goals. • Service Report & Regular reviews: Develops and maintains a detailed report offering operational insights, business recommendations, and actionable advice. Drives meetings tailored to your needs and tracks progress toward achieving your objectives. • Advocate: Acts as your advocate during high-priority incidents to ensure rapid resolution. • Operating System best practices: Provides strategic OS recommendations and has access to operating system code update analysis readiness tools for a smooth upgrade experience.
System and Microcode Interoperability Analysis	The analysis service examines the interaction between a system, and dependencies among hardware, microcode, device drivers. The devices may include disks, Hardware Management Console, and adapters.

Mission Critical Support	<p>For critical severity 1 situations on Power enterprise and enterprise midrange systems the mission critical support coverage includes:</p> <ul style="list-style-type: none"> • Severity 1 case progress monitoring by specialized teams on critical situations • At IBM's discretion, the situation may trigger proactive coordination of skilled resources across multiple IBM products. • Continued client interlocks until the system is restored to productivity • Situation may trigger expedited on-site response and/or parts • Proactive engagement during natural disasters
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Add-on Services

Machine Setup Services	IBM to help customers set up, install, configure, and optimize IBM hardware. This is to ensure that IBM machines, such as servers, storage systems, and other IT infrastructure components, are properly installed, configured, and ready for use in a customer's environment.
Media Retention	Clients can retain them on their premises, instead of returning and refurbishing defective media components. It helps maintain control over data to protect sensitive information, reduce security and compliance risks, and safeguard the privacy of sensitive data stored on damaged media components.
Committed Fix Times (CMSL)	Upgrade option to enhance the level of service for the IBM warranty or IBM Hardware Maintenance contract. Committed fix times are the measure of time between the service request and the time it takes to repair a machine to its technical specification. Client can choose 24 hours committed fix for Advanced and 24, 12, 6, 4 hrs committed fix options for Premium.
On-site and Remote Code Updates (Sys SW with GTMS)	IBM will verify whether the recorded Software levels of the IBM Power systems are current, considering any dependencies on the operating system and driver levels, and perform On-site code updates through a Support Services Representative (SSR).
Technical Account Manager - Increased Frequency Meetings	Beyond the default number of quarterly frequency of Service Reports and Regular Reviews (Status Calls) defined in the Expert Care Premium tier, client may choose to increase to monthly Status Calls. The TAM will perform the Expert Care Premium activities, Service Reports and Regular Reviews (Status Calls), as stated in the Dedicated Technical Account Manager service element.

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1 IBM 5 Trends for 2025 - https://www.ibm.com/thought-leadership/institute-business-value/report/business-trends-2025?utm_medium=Email&utm_source=Newsletter&utm_content=CAAWW&utm_term=15MSC&utm_campaign=257098&utm_id=NW-Think2412315ENCTA9&mkt_tok=Mjk4LVJTRS02NTAAAAGXvAIihyLqz7-mWFBn_

2 Cost of a Data Breach Report 2024, IBM Corp., July 2024. <https://www.ibm.com/account/reg/us-en/signup?formid=urx-52913>; <https://www.ibm.com/downloads/cas/1KZ3XE9D>

3 5 Mindshifts to supercharge business growth - https://www.ibm.com/thought-leadership/institute-business-value/en-us/c-suite-study/ceo?utm_source=2024CEOSTudy&utm_medium=SocialKit&utm_campaign=1232&utm_term=IBVWW&utm_