IBM Call Home
First Step towards Autonomous IT

Safeguarding your Data is our Priority:
Secured, Encrypted Data Transmission

In a world where technology is always on, AI and automation set the standards. Imagine an IT environment that manages itself, proactively monitoring, identifying issues, and notifying the right people at the right time. That's IBM Call Home, a proven integrated product feature used by leading global financial institutions and others.

IBM Call Home is the entry point to a highly-automated service experience, bring the power of automation to your environment in a secured manner. With round-the-clock protection, you can be reassured knowing your IT environment is protected with encrypted monitoring and proactive support.

In 2024, 90% of the IBM Call Home service events were resolved through automation, speeding time to resolution without the need for manual intervention1. For the remaining 10% of events, where additional support was required, system data was transmitted. The data was encrypted based on the rules specific to clients' systems and was provided to IBM specialists and designated operations teams. This system data allows IBM Technical Support to engage and initiate issue resolution for the specific system or environment. This can lead to recommendations to address issues or challenges encountered by others. The data package will only contain system data and contact information. IBM monitors systems functionality, with no customer or data application involved in the monitoring.

IBM Call Home is available for IBM products and selected non-IBM products which have an IBM supplied maintenance contract. IBM Call Home support features transcend traditional support; it's your proactive ally, engineered to help you achieve your security, compliance, and resiliency objectives.

This can lead to:
- Quicker issue resolution
- Improved system performance through early detection of bottlenecks
- Enhanced security by identifying potential threats
- Predictive maintenance by forecasting hardware needs
- Streamlined support due to faster troubleshooting

IBM, Proven Expertise, Unmatched Reliability

3.5M IBM Call Home serviceable events in 2024 [1]

90% of IBM Call Home serviceable events were resolved with automation in 2024 [2]

IBM Call Home uses a secured connection to transmit encrypted system data

+10K Technical support specialists, across 140 counties[3]

We are your trusted IBM and Multivendor support partner, committed to leveraging our enterprise-ready technical expertise enhanced with AI to deliver comprehensive support and services, built to optimize and secure your IT environment.

IBM.

Enable your IBM Call Home

IBM Call Home is easily configured at the time of installation. When available, your SSR or business partner can work with you to set it up.

When using a management console, the update can be done by using one management console that can be connected to many systems.

Once you configure for one IBM system, a common proxy support is enabled for the rest of your IBM entitled systems in that location.

For detailed instructions, including updating the contact information on your IBM systems, consult your IBM product specific documentation.

Products enabled for IBM Call Home include:
- IBM Power ®
- IBM Z systems
- IBM Storage
- Elastic Storage System
- DS8000
- IBM Tape Storage Systems
- Spectrum Virtualize Products
- IBM Flash Systems
- IBM Storage Area Network – Systems
- Selected x86 Systems

For select non-IBM products, IBM's Electronic Service Agent enables similar Call Home capabilities.

How it Works

IBM Call Home uses a secured connection to transmit only encrypted system data; application data is never transmitted to IBM

- Connections to IBM are only ever initiated by the client's enabled IBM Call Home system.
- A simplified single IBM proxy setup requirement in the customer network applies for all IBM products installed at a client's on-site locations.
- Client firewalls should be configured to only allow esupport.ibm.com dns name and specific ports out, for outbound traffic.
- IBM Call Home does not allow incoming connections to port 443; it only utilizes outbound connections through port 443 to secured IBM proxy, upholding stringent security protocols.
- All information transmitted to IBM is encrypted using TLS encryption technology and sent via secured protocols. IBM Call Home packages all system data using the most modern Cyphers and TLS 1.2+ encryption.
- Examples of the data transmitted can include system fault logs, hardware configuration and the client contact details as configured at time of IBM Call Home setup.
- The system data received will be located on secured storage and accessible only to authorized personnel and IBM Support personnel.

Enabling IBM Call Home is a prerequisite for accessing Call Home Connect Cloud. IBM Call Home information enhances the insights delivered in IBM Storage Insights and IBM's Support Insights. With these tools you will be able to get additional benefits like Inventory Management, Risk Recommendations, and Case Metrics.

For more information scan the QR code or click on the buttons below:

Learn More

Schedule a Meeting

1 Based on IBM internal assessment of 2024 systems Call Home data
2 Based on IBM internal assessment of 2024 systems Call Home data
3 Based on IBM internal data