

Technology Lifecycle Services for IBM Power

Drive consistency and availability across your data center



Highlights

Plan and deploy IBM Power

Customize support options with IBM Expert Care

Leverage IBM for your day-to-day data center needs

Optimize IBM Power 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 IBM Power

IBM TLS partners with IBM Expert Labs to help clients leverage the unique capabilities of IBM® Power® systems to plan and deploy hybrid cloud and enterprise IT data center infrastructure. While you are planning your new solution, you can leverage advisory services for IBM Power, Red Hat® and select open source providers to determine the best features and functions within each platform to support your business needs. This extends as well to your hybrid infrastructure, including Kubernetes, Red Hat OpenShift® and Ansible® solutions. Not sure where to start? IBM Expert Labs can work with you to determine the most appropriate use cases.



Customize support options with IBM Expert Care

IBM Expert Care is included with all Power10 systems and includes customizable support options. IBM 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 IBM Expert Care is not available and in some IBM 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.

Optimize IBM Power systems

Whether you are experiencing issues between systems and applications, worried about sub-optimal performance or just looking for ways to get the most out of your infrastructure, IBM has the expertise to help with the right people, processes and technology. From simple checklists to deep health checks, our experts can help you uncover and fix sub-optimal infrastructure scenarios, optimizing the performance of your IBM Power systems.

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

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 you to decide whether you just need more capacity or whether you need to consider a new solution. We can help prepare your infrastructure for the next steps with services like data validation and pre-migration assessments and recommendations as well as the implementation services to take action. Our advisory services can assist with determining the best strategy for your organization to adopt.

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 Power 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 Power products, and provide a simplified approach to support for IBM Power 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 Power, 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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United States of America
June 2023

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