

# IBM Support is essential to your success

## Industry-leading customer satisfaction

IBM Support has the highest overall satisfaction (OSAT) score in the software support industry at 90+\* OSAT.

## Availability to meet all your needs

With around-the-clock, hands-on service and on-demand self-service, IBM Support is available to you [day](#) and night.

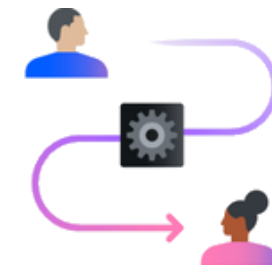
## Secure interactions and data protection

Rest easy knowing that all your diagnostic data is protected throughout the problem resolution process.

## Expertise, efficiency, and customization

IBM combines expansive subject matter expertise, automation and AI, and customized offerings to provide a support experience that can handle any problem, no matter how big or how small.

# Expertise, efficiency, and customization



## Expertise

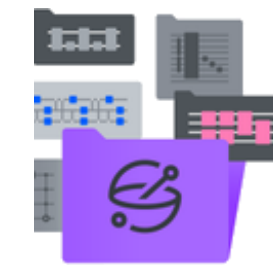
IBM Support engineers are industry experts with a depth of expertise and a breadth of knowledge across products, platforms, and solutions.



## Efficiency

Speed is key, and in critical application environments there is no room for error or delay.

IBM support augments its expertise with a variety of AI-driven tools, powered by watsonx, to facilitate data analysis and expedite problem resolution.



## Customization

Not every workload is the same—some deployments can operate with the risk of downtime, while others cannot.

IBM Software support provides a variety of support tiers to meet the needs of your environments.

- Base Support
- Advanced
- Extended
- Sustained



# Availability to meet all your needs



## Around-the-clock availability

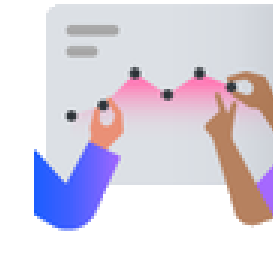
Our expert teams are positioned around the globe, ensuring that we are available to meet your needs at the time that works for you—for all your concerns; critical or minor. For severity 1 problems, this availability includes weekends.



## Strong knowledge base and self-service options

IBM maintains a vast repository of knowledge articles, forums, and documentation for self-service troubleshooting.

The IBM Support Community and tools like Fix Central allow you to find solutions quickly, often without opening a support case.



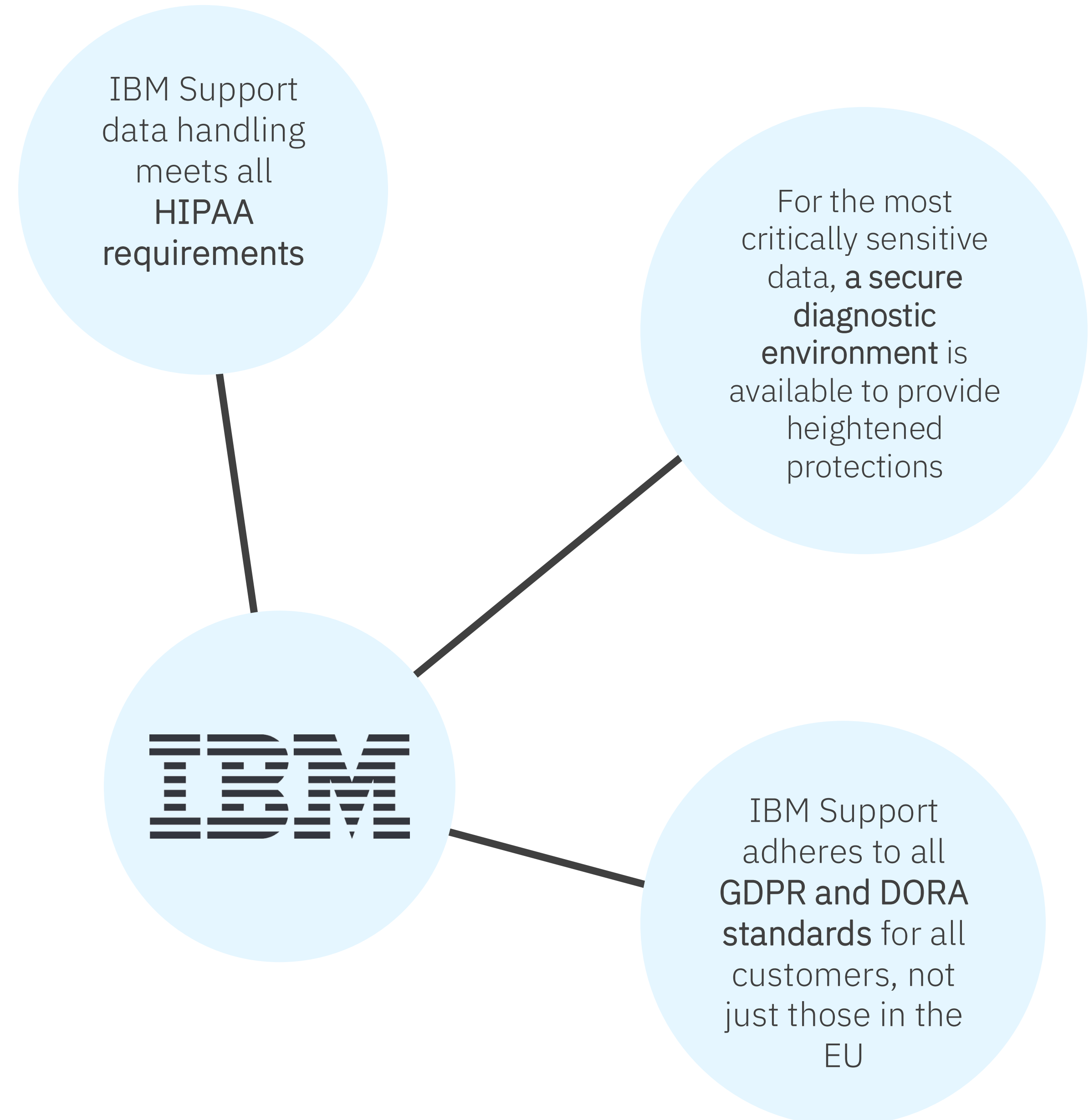
## Proactive approach

We are committed to working with you proactively for your upcoming events such as upgrades, helping you to avoid problems before they occur.

We take pride in partnering with you to assist you in adopting and deploying IBM solutions.

# Secure interactions and data protection

IBM support teams are trained on the importance of securing and sensitively handling all diagnostic data required to resolve your support issue.



# Industry-leading customer satisfaction (OSAT)



OSAT (Overall Satisfaction) is an industry-wide standard of rating customer satisfaction, measured on a scale of 1 to 5, that assesses your satisfaction with a support interaction based on:

- The support engineer's knowledge and communication skills
- The resolution that was provided to your problem
- How quickly you received the resolution

**IBM has the high OSAT (90+\*) in the software support industry**, with most of our feedback centering on:

- The efficiency and speed with which IBM Support provides resolutions
- The technical expertise of our support engineers
- Our dedication to our clients' success

# More information about IBM Support

## IBM Support Guide



<https://www.ibm.com/support/pages/ibm-support-guide>

## Overview of IBM Support resources

<https://www.ibm.com/support/pages/node/7175486>