

# IBM Power Expert Care

A simplified, flexible and standard support approach to optimize availability and reduce costs

## ■ Highlights

Choose the right support level and duration for business needs

Upgrade IBM Hardware Maintenance services with optional committed service levels

Obtain additional bundled services and simple pricing with Premium tier

## Maintaining uptime is critical to your enterprise

Unplanned downtime can have significant impacts on your business. In addition to direct loss of revenues, unplanned downtime may lead to the damage of reputation, customer loyalty and more. You need to be confident that support for your IBM Power® Systems facilitates high availability while optimizing system performance. When it comes to system maintenance, you also want to procure critical services as easily as possible. You need a simplified, standardized maintenance approach that helps reduce downtime and costs and frees your IT staff for more strategic business goals.

IBM® Power Expert Care offers you a new way of attaching services and support through service tiers at the time the product is purchased. IBM can help you maintain higher availability of the systems and provide priority services to care for mission-critical requirements of your IT infrastructure.

## Choose the right support level and duration for business needs

IBM Power Expert Care is a modular approach which allows you to choose the duration, service response times and options which are most important for you to support your IBM Power10 System.

All IBM Power10 Systems include a base warranty – IBM Power System E1080 includes a one-year 24x7 same-day IBM onsite repair warranty, while the mid-range and scale out Power Systems include a three-year, 9x5 Next Business Day – IBM onsite limited warranty. IBM Software Maintenance services must also be purchased with all the systems for the years of the warranty.

In addition, IBM Power Expert Care has two to three tiers depending on the system you have purchased. Services vary according to the system type, support tier and options you have purchased. Key services include:

- IBM Hardware Maintenance optional committed service levels
- Predictive support
- Technical Account Manager
- Enhanced Response Times
- Remote Code Load x 1 per year for scale out models
- Remote Code Load x 2 per year for mid-range and High-end models



## Upgrade IBM Hardware Maintenance services with optional committed service levels

With IBM's wide range of available committed service levels, you can specifically select the most suitable response times that best meet the conditions and requirements of your business. When you select faster response times, your calls will be prioritized above other calls already in the queue for faster diagnosis and immediate repair action. Committed services are available upgrades that enhance the level of service for hardware under a warranty or maintenance agreement.

### Committed Maintenance Service Levels:

#### Fix time



The measure of time between your service request and the time it takes to repair the machine to its technical specifications

### Committed service-level options available in limited countries<sup>1</sup>

Hours of coverage	Response type	Response time
24x7	Fix time	72 hours 48 hours 24 hours 12 hours 8 hours 6 hours

### Obtain additional bundled services and simple pricing with Premium tier

With IBM Power Expert Care Premium, you have a number of optional services to choose from.

#### IBM Technical Account Manager (TAM)

TAM provides dedicated support from a highly specialized subject matter expert with deep technical expertise on IBM Power platforms who can provide significant value to your organization. The TAM reviews your entire IT environment and is your single point of contact for any issue, focusing on proactive actions to prevent issues from happening and on problem resolution. With recommended proactive measures, IBM can help you mitigate unplanned downtime and maintain high reliability and availability of your systems. TAMs are different from traditional technical support specialists in that they develop a long-term relationship with you and are your organization's advocate. Moreover, they have direct collaboration with IBM product development and engineering labs and can deliver enhanced services to your enterprise to meet your business objectives.

#### Remote Code Load

Remote code load provides remote firmware and/or microcode updates by an IBM technician, one or two times a year.

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

### Response times with Expert Care

With Expert Care response times are enhanced with contact target response objective for Premium tier, as measured by IBM, Target Response Time is the period of time between Client's service request being registered as an eligible call in IBM's Call Management System and IBM's technical representative making contact to initiate problem determination. For Premium Expert Care clients on High End, Midrange and Scale out boxes. Target response objective is 30 min response time on severity 1 and 2 calls.

Systems	Power10 High End - E1080			Power10 Midrange End - E1050			Power10 Scale out - S1022, S1024, S1022s, S1014, H1024, H1022			
	Warranty	Advanced	Premium	Warranty	Advanced	Premium	Warranty	Basic	Advanced	Premium
HWMA	24x7 SD IOR	24x7 SD IOR	24x7 SD IOR	9x5 NBD IOL	24x7 SD IOR	24x7 SD IOR	9x5 NBD IOL	9x5 NBD IOR	24x7 SD IOR	24x7 SD IOR
Term	1Y	1-5Y	1-5Y	3Y	3-5Y	3-5Y	3Y	3-5Y	3-5Y	3-5Y
SWMA	√	√	√	√	√	√	√	√	√	√
Predictive Support	√	√	√	√	√	√	√	√	√	√
Technical Account Manager (TAM)	-	-	√	-	-	√	-	-	-	√
Remote Code Load	-	-	√	-	-	√	-	-	-	√
Response Time (30 min - Sev 1&2)	-	-	Sev 1&2 (30 min) Sev 3&4 (4h)	-	-	Sev 1&2 (30 min) Sev 3&4 (4h)	-	-	-	Sev 1&2 (30 min) Sev 3&4 (4h)
Machine Setup Service	√	√	√	-	opt thought ServicePacs	opt thought ServicePacs	-	-	opt thought ServicePacs	opt thought ServicePacs

\*GTMS, Media retention, and other TLS services can be obtained via separate TLS contracts

SD- Same day, NBD- Next business day, IOR- IBM onsite repair, IOL- IBM onsite limited

\*ServicePacs are available only in certain countries

### Conclusion

IBM Power Expert Care is a service approach that integrates and prepackages hardware and software support services into a tiered support model. It is designed to standardize support for IBM Power10 systems, delivering a simplified proposal. IBM Power Expert Care can help provide more predictable maintenance costs and reduce deployment and operating risks. With IBM as your single source of support from reporting to resolution, you can dramatically optimize system availability, reduce costs and unburden your staff to focus on competencies and business priorities.

### Why Technology Lifecycle Services?

IBM Technology Lifecycle Services professionals have deep expertise in the technology industry. Our experts support over 22,000<sup>2</sup> IBM and other original equipment manufacturer hardware and software products. IBM's worldwide reach allows us to deliver a holistic set of hardware and software support services that help identify dependencies across your IT portfolio. IBM's demonstrated history of service, technical support and reliability, combined with access to IBM product development and engineering labs, helps provide efficient advice and problem-solving. You can count on IBM Technology Lifecycle Services to keep your mission-critical systems running smoothly 24x7.

### For more information

To learn more about IBM Power Expert Care, please contact your IBM representative or Business Partner®, reach out directly to an [IBM TLS expert](#), or visit [ibm.com/services/systems-support](http://ibm.com/services/systems-support).

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<sup>1</sup> The availability of committed services varies and may be limited based on country, product and geographic location of the installed machine.

<sup>2</sup> As of November 2023, IBM Technology Lifecycle Services actively supports 22,698 distinct machine types or models (IBM Systems Support and Multivendor).

