

IBM Technology Lifecycle Services

Introducing IBM Power Expert Care: AI-Powered Support Built for Power11

As businesses adopt more data-driven, AI-infused workloads, expectations around system availability, performance, and agility have never been higher. With the launch of IBM Power11, IBM is raising the bar not just on compute—but also on the support model that comes with it.

That's why we're excited to introduce IBM Power Expert Care—a new, bundled support solution designed to simplify the client experience while delivering the most valuable and impactful services for Power11 deployments.

Whether clients are running mission-critical workloads or managing core environments, Power Expert Care meets them where they are—with the right combination of AI, automation, and deep IBM expertise.

Two Levels of Service. One Unified Experience.

Power Expert Care is offered in two tiers—Premium and Advanced—each pre-bundled to reduce procurement complexity and accelerate time-to-value.

Premium Expert Care: Engineered for Mission-Critical Workloads



Designed for high-stakes environments where downtime is not an option, Premium Expert Care provides a comprehensive, proactive, and fast-response support experience, including:

- 🚨 30-minute response time for hardware and software cases
- 🚚 4-hour onsite response target, to get systems back online quickly
- 🧠 System and microcode compatibility recommendations, to help prevent issues before they happen
- 👤 Dedicated Technical Account Manager (TAM), focused on mission-critical continuity and risk avoidance
- 🔄 Zero planned downtime, enabled through technical guidance and advanced preparation from your TAM
- 🔧 Health checks for IBM AIX, IBM i, IBM PowerHA, IBM PowerVM, and more—available as attachments
- 🤖 Automated case creation and logs decoding, powered by IBM AI
- 🔑 Autonomous error resolution, with TAM assistance and AI tooling working together to detect, assess, and act

This bundle is especially ideal for Power11 clients operating regulated workloads, ERP systems, transaction-heavy databases, or hybrid cloud infrastructure needing maximum uptime.

Advanced Expert Care: Robust Support for Non-Mission-Critical Systems

Not every workload is mission-critical, but every client deserves confidence in their support. The Advanced Expert Care bundle provides:

-  24x7 coverage, across hardware and software
-  Standard response times for repair and maintenance cases

It's a reliable option for less time-sensitive environments, edge deployments, or development/test workloads—while still tapping into IBM's global expertise and tooling.

Flexible Add-Ons: ServicePac Options for Deployment and Data Control

To complement Power Expert Care, clients can opt for additional ServicePac offerings to better tailor their support experience:

ServicePac for Machine Setup Support

A hands-on setup service that includes:

- Physical racking and basic initialization of designated enclosures
- SAS/host cable connection (provided by client)
- Initial power-up and configuration support

(Note: Does not include rack installation or PDUs; site preparation is the client's responsibility.)

This helps clients accelerate deployment and ensures proper setup under IBM guidance—especially useful in remote locations or data centers with limited staff.

ServicePac for Media Retention

For clients with sensitive data or regulatory obligations, this ServicePac allows clients to retain storage media (e.g., SSDs, HDDs, flash cards) during a replacement event.

With this add-on:

- IBM provides the replacement media
- The defective drive stays with the client, instead of being returned
- Only available when the system is also covered by IBM Maintenance or equivalent service

This gives clients greater control over their data, aligning with security-first policies and compliance frameworks.

Built by Power Experts. Trusted by the Power Community.

What sets Power Expert Care apart isn't just the bundles—it's who's behind them.

IBM's support engineers and technical experts were instrumental in designing and building Power11, and now they're supporting it. Clients benefit from:

- Deep product knowledge and backline expertise
- AI-powered tools built directly into the IBM support experience
- Decades of best practices from supporting Power systems globally

Power Expert Care ensures that every Power11 client—no matter the workload—has access to smarter, faster, more predictive support from day one.

Ordering Information

For reference:

- Program 6941-11Q – Power Expert Care: Advanced
 - Program 6941-11R – Power Expert Care: Premium
-

Next Steps & Resources

We've created new materials to help you position and share this offer with clients and partners. Check out the latest assets below:

- Download the [IBM Infrastructure Support Expert Care Suite for Power Systems](#) Solution Brief
- Explore the new [IBM Power Expert Care Sales Kit](#) on Seismic
- Access Seismic's new [Resources Hub for Power11](#) Support Assets

Statements by IBM regarding its plans, directions, and intent are subject to change or withdrawal without notice at the sole discretion of IBM. Information regarding potential future products is intended to outline general product direction and should not be relied on in making a purchasing decision. The information mentioned regarding potential future products is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. Information about potential future products may not be incorporated into any contract. The development, release, and timing of any future features or functionality described for IBM products remain at the sole discretion of IBM.

[IBM Privacy Statement](#) - IBM is a registered trademark of International Business Machines Corporation in the United States or other countries or both. Other company, product, or service names may be trademarks or service marks of others.