

IBM Optimization Support for VMware

At-a-glance

Extend the lifecycle of your perpetual license and pause the clock to take right decision on virtualized products and environments.



Highlights

Extend the lifecycle of VMware perpetual licenses

Mitigate system vulnerabilities ensuring regulatory compliance

Tailored security approach

CVE monitoring

Improved response time 24x7

Break fix and compensating controls not dependent on patches

No dependency from VMware

We understand the challenges customers face with rising costs in maintaining VMware virtualized products. Our support is designed to enable customers to extend the lifecycle of perpetual licenses, giving them time to take the correct decisions about their future virtualization strategy without the pressure of immediate costly to support and subscription transition.

IBM can help organizations choose the most suitable alternative options by offering assessment services for their VMware environments while keep the existing products running safe. These unique and valuable services evaluate factors such as licenses, applications, and other contract specifics, including but not limited to number and types of x86 servers and other networking equipment. The objective is to identify a client's needs, associated risks, benefits, constraints, and dependencies for each possible option.

Learn more about [IBM TLS](#)

Our standard support offers:

- Incident management, problem determination and troubleshooting
- Usage & configuration support for all eligible products
- Configuration workarounds to public CVE & compensation controls
- Unlimited number tickets
- Technical Account Manager acting as an extension of client's in-house staff to support on-boarding and addressing any issue
- No subscription, no patches, no upgrades, & no back-end support from VMware
- Improved response time (24x7 support, 30 minutes for Severity 1 and 2)
- Remote Support (*English Language)
- 24x7 CVE monitoring and solutioning recommendation
- Unique and tailored Security approach that ensures a safe environment
- VMware security health check

*local language may be supported in some countries. Contact your sales representative.

Modernize and transform your infrastructure aligned with business and IT strategies

Not limited to support the existing virtualized environment, IBM can help customers increase operational efficiency, strengthen cybersecurity, foster innovation, and improve customer experience while reducing costs and maximizing ROI. Our Project Bases Services are designed to support client's achieve success on their transformation, customizing the solution and approach based on client's needs.



Migration Assistance

- Advisory services on review and provide proactive input for planned migration and maintenance windows
- Review and provide support for migration preparation and testing
- Provide support and assistance for post-migration tests and verification for migrated Virtual Machines.
- Migration assistance from VMware to other technologies as RedHat Open Shift Virtualization, Microsoft® Hyper-V, NSX to Cisco ACI.

Server Consolidation

- Maximize performance and data center investments with IBM Turbonomic.
- IBM can assist you in resize your environment, perform a capacity management plan accordingly and suggest cluster management to reduce expenses and explore the full potential of your investment.

Architecture Review and Guidance

- Ensure your VMware infrastructure remains optimized and aligned with your evolving business needs. This activity involves:
- Evaluating the current server hardware, network, storage and virtual infrastructure against industry best practices and emerging trends.
- Providing guidance on necessary upgrades, migrations, or optimizations to maintain a robust and efficient environment.
- Collaborating with your team to develop a roadmap for future architecture enhancements.

Professional Services

- Support services provide valuable insights into optimizing existing systems. Based on customers' environment IT strategy, our PBS team can recommend changes in software and hardware upgrades that align with your business goals. This ensures that your IT infrastructure is not only up to date, but also capable of handling increased workloads efficiently. [read more](#)

Why IBM

IBM Technology Lifecycle Services professionals have deep expertise in the technology industry. Our experts support over 19,000 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

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IBM Corporation
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December 2025

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