Reduce the cost and duration of downtime in the data center
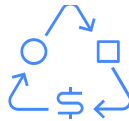
Reduce the threat of hardware-related outages — and speed time to repair if they do occur
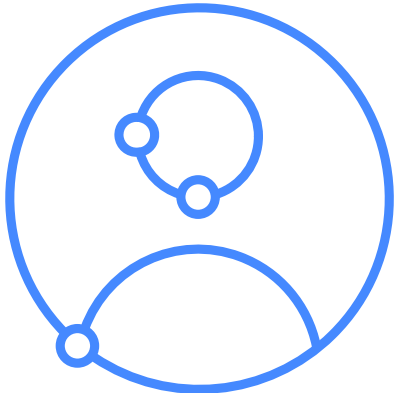
Optimize IT infrastructure while keeping your IT staff focused on mission critical goals
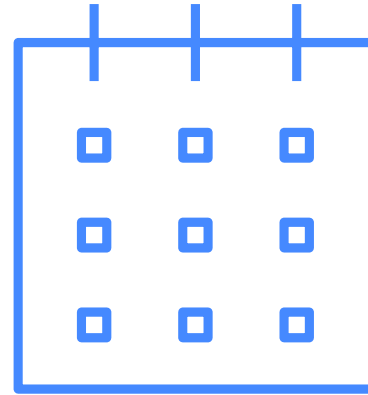
Support more predictable and consistent maintenance costs

IBM offers flexible support options

Select services tiers
at the time of hardware
purchase — Basic,
Advanced, or Premium

Select coverage
term of 1-5 years

IBM Power Expert Care high-end

Below is the availability on IBM Power10 high-end (E1080)
Choose the level of support required for the duration needed

	Warranty	Advanced	Premium
IBM Hardware Maintenance 24x7 same business day, IBM onsite	• 1-year	• Included for number of years selected up to 5	• Included for number of years selected up to 5
IBM Software Maintenance	• 1-year Software Support Services • By default, added at an additional cost	• Prerequisite to be purchased with Power Expert Care • To match selected year term of PEC • Added at an additional cost	• Prerequisite to be purchased with Power Expert Care • To match selected year term of PEC • Added at an additional cost
Predictive Support	• 24x7 Alerts through Call Home Cloud Connect • 24x7 call back from IBM Representatives	• 24x7 Alerts through Call Home Cloud Connect • 24x7 call back from IBM Representatives	• 24x7 Alerts through Call Home Cloud Connect • 24x7 call back from IBM Representatives
Enhanced Response Time			• Included for number of years selected
Technical Account Manager (TAM)			• Included for number of years selected
Remote Code Load			• Part of Premium tier– 2x per year

IBM Power Expert Care midrange service tiers

Below is the availability on IBM Power10 midrange (E1050)
Choose the level of support required for the duration needed

	Warranty	Advanced	Premium
IBM Hardware Maintenance	• 3-year 9x5, next business day, IBM onsite limited	• 3, 4, 5-year 24x7, same business day, IBM onsite repair	• 3, 4,5-year 24x7, same business day, IBM onsite repair
IBM Software Maintenance	• 3-year Software Support Services • Added at an additional cost	• Prerequisite to be purchased with Power Expert Care • To match selected year term of Power Expert Care • Added at an additional cost	• Prerequisite to be purchased with Power Expert Care • To match selected year term of Power Expert Care • Added at an additional cost
Predictive Support	• 9x5 Alerts through Call Home Cloud Connect • 9x5 call back from IBM Representatives	• 24x7 Alerts through Call Home Cloud Connect • 24x7 call back from IBM Representatives	• 24x7 Alerts through Call Home Cloud Connect • 24x7 call back from IBM Representatives
Enhanced Response Time			• Part of Premium tier
Technical Account Manager (TAM)			• Part of Premium tier
Remote Code Load			• Part of Premium tier– 2x per year

IBM Power Expert Care scale-out Service Tiers

Below is the availability on IBM Power10 scale-out (S1014, S1022s, S1022, S1024, L1022, L1024)
Choose the level of support required for the duration needed

|	Warranty	Basic	Advanced	Premium
IBM Hardware Maintenance	• 3-year 9x5, next business day, IBM onsite limited	• 3, 4, 5-year 9x5, next business day, IBM onsite repair	• 3, 4, 5-year 24x7, same business day, IBM onsite repair	• 3, 4, 5-year 24x7, same business day, IBM onsite repair
IBM Software Maintenance	• 3-year Software Support Services • Added at an additional cost	• Prerequisite to be purchased with Power Expert Care • To match selected year term of Power Expert Care • Added at an additional cost	• Prerequisite to be purchased with Power Expert Care • To match selected year term of Power Expert Care • Added at an additional cost	• Prerequisite to be purchased with Power Expert Care • To match selected year term of Power Expert Care • Added at an additional cost
Predictive Support	• 9x5 Alerts through Call Home Cloud Connect • 9x5 call back from IBM Representatives	• 9x5 Alerts through Call Home Cloud Connect • 9x5 call back from IBM Representatives	• 24x7 Alerts through Call Home Cloud Connect • 24x7 call back from IBM Representatives	• 24x7 Alerts through Call Home Cloud Connect • 24x7 call back from IBM Representatives
Enhanced Response Time				• Part of Premium tier
Technical Account Manager (TAM)				• Part of Premium tier
Remote Code Load				• Part of Premium tier – 1x per year

Additional service and support options

Committed Maintenance Services

Where applicable, CMSL, Enhance the level of service for the warranty or hardware maintenance.
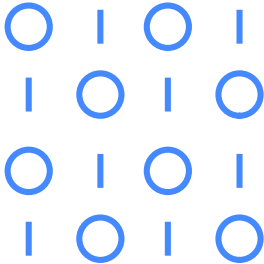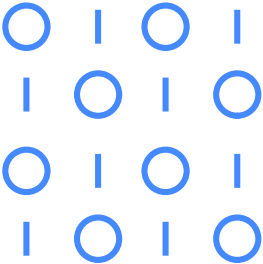
Global Total Microcode Support (GTMS)

Provides onsite analysis of firmware/microcode versions of the client asset and updates to the current level by IBM SSR
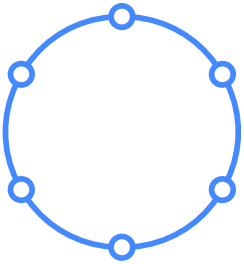
Media Retention

Retain the media for the clients & helps data security options for all HDD/Memory installed in the servers.

Machine Setup Services

IBM will install servers at client site.

IBM Hardware Maintenance

Keep your systems optimized, mitigate downtime and speed time to repair

IBM Software Maintenance

Remote software
support, usage
advice, guidance
and defect support
available 24x7

Enhanced Response Times

IBM's target objective
is to respond to clients
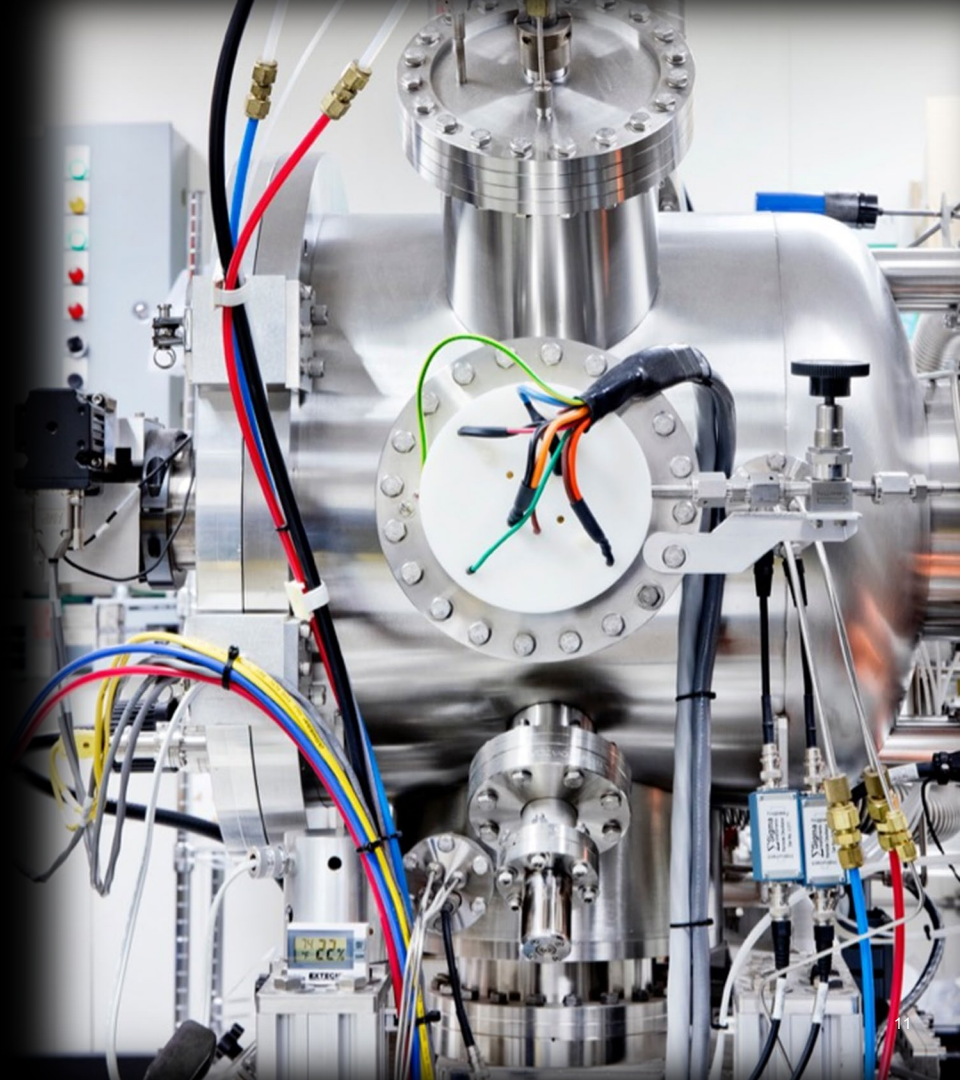in 30 minutes
for severity 1 and 2
problems

Technical Account Manager

A highly skilled
IBM technical
account manager
helps clients
mitigate problems
before they occur

IBM Remote Code Load upgrade

Remote capability to upgrade code on customers' entitled Power products

Helping keep businesses running 24x7

Supporting clients in over 130 countries

Optimized, flexible services for maintaining hybrid cloud environments