IBM Infrastructure Support Expert Care Suite for Power servers

As IT market and you continue to evolve at a rapid pace, we're committed to helping you stay productive and ahead of the curve.

IBM, Proven Expertise, Unmatched Reliability

Unmatched Resolution
1.5 million Call Home events were resolved with automation in 2024.

Designed for You
Tailored support with up to 6-hour committed fix times.

AI-Infused Support
Utilizing IBM WatsonX to speed time to resolution.

Globally Available
Support coverage in 140+ countries.

Support Insights
Simple inventory and risk analysis with over 1.8M security vulnerabilities identified since its inception.

Supporting IT Complexity with Intelligence and Expertise
In today's fast-evolving digital landscape, IT leaders must balance innovation and security while maintaining operational excellence to ensure their business growth and transformation continue. However, IT organizations face unprecedented challenges around security, AI, and bridging the ever-challenging IT skill gap while balancing the time to maintain IT environments.

- Only 25% of executives believe their IT infrastructure can scale AI across the enterprise[1]
- The global average cost of a data breach is $4.88M, a 10% increase in one year[2]
- 35% of the IT workforce needs upskilling to meet today's needs[3]

To stay competitive, businesses need a resilient and well-supported IT foundation that adapts to their needs to remain ahead of the curve. IBM Infrastructure support and our Expert Care suite are positioned to be your complete IT support and services solution, giving you time back and highly available environments.

Tailored Support for IBM Power Systems

IBM Premium Expert Care is ideal for businesses with mission-critical workloads that demand continuous availability and accelerated response times. This option offers a personalized support experience through the integration of predictive analytics, proactive and actionable recommendations, priority service response, and access to highly skilled IBM engineers — all working to keep your Power infrastructure available and optimized for performance.

IBM Expert Care Premium Essentials[4] supports high-priority production workloads with proactive support and priority expertise, without a full mission-critical engagement model. It combines 24/7 availability, accelerated response, same-day onsite response, automation, IBM Support Insights and annual assessments to improve availability, reduce risk and simplify management.

IBM Advanced Expert Care is designed for clients with workloads that need 24/7 support coverage and rapid response. This option delivers continuous technical support powered by AI-driven analytics to help detect and speed issue resolution.

To further tailor your support experience, **customizable Add-On Services** address specific business needs with stronger data protection, expert onsite assistance for IBM Power installation, configuration and updates, and committed repair-time options to support continuity, reduce risk and help maintain operations.

IBM, Your Partner in IT Resilience
The IBM Infrastructure Expert Care suite is supported by a global team of experts dedicated to helping clients maintain a high-performing, secure, and resilient IT environment. With IBM, you gain a trusted partner committed to service excellence and long-term infrastructure success.

IBM Power Expert Care Services

	Advanced For workloads that need 24/7 coverage and rapid response	Premium Essentials (Only available for 1112) For Business-critical workloads needing proactive engagement	Premium For Mission-critical systems requiring top priority
Technical Support Availability and Response Objective	Support Availability: 24x7 Remote Technical Support: Sev. 1 & 2: 2-hour response time Sev. 3 & 4: 4-hour response time	Support Availability: 24x7 Remote Technical Support: Sev. 1 & 2: 1-hour response time Sev. 3 & 4: 4-hour response time	Support Availability: 24x7 Remote Technical Support: Sev. 1 & 2: 30 min response time Sev. 3 & 4: 2-hour response time
Covered Products	Hardware & System Software	Hardware & System Software	Hardware & System Software
On-site Response	Same Day	Same Day	Sev. 1: 4 hours onsite response
TLS Support Platform with AI	√	√	√
Proactive Analysis & Automated Case Creation	√	√	√
Access to System and Microcode Downloads	√	√	√
Support Insights access including Security Advisory	√	√	√
Priority Access to Skilled Support	√	√	√
Priority Severity 1 Case Handling & Automated Case Decoding		√	√
Annual support engagement process review and validation		√	√
Yearly Operating System Stability Assessment		√	√ Available on 9242-21T & 9242-21B
Incident focused Technical Account Manager (Sev 1 & 2)		√	√
Monthly proactive operational report for support cases			√
Quarterly Technical Account Manager alignment sessions			√
Action-focused High Impact Pervasive (HIPER) recommendations			√
On-going Preventive Support Best Practice Insights			√
Continuous product roadmap and lifecycle guidance			√
System and Microcode Interoperability Analysis			√
Mission Critical Support			√

IBM Power Expert Care Add-on Services

	Advanced For workloads that need 24/7 coverage and rapid response	Premium Essentials (Only available for 1112) For Business-critical workloads needing proactive engagement	Premium For Mission-critical systems requiring top priority
Machine Setup Services	√	√	√
Media Retention	√	√	√
Committed Fix Times (CMSL)	√	√	√
On-site and Remote Code Updates (Sys SW with GTMS)	√	√	√
Technical Account Manager - Increased Review Meetings			√

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1 IBM 5 Trends for 2025 - https://www.ibm.com/thought-leadership/institute-business-value/report/business-trends-2025?utm_medium=Email&utm_source=Newsletter&utm_content=CAAWW&utm_term=15MSC&utm_campaign=257098&utm_id=NW-Think2412315ENCTA9&mkt_tok=Mjk4LVJTRS02NTAAAAGXvAlIhyLqz7-mWFBn_

2 Cost of a Data Breach Report 2024, IBM Corp., July 2024. https://www.ibm.com/account/reg/us-en/signup?formid=urx-52913; https://www.ibm.com/downloads/cas/1KZ3XE9D

3 5 Mindshifts to supercharge business growth - https://www.ibm.com/thought-leadership/institute-business-value/en-us/c-suite-study/ceo?utm_source=2024CEOStudy&utm_medium=SocialKit&utm_campaign=1232&utm_term=IBVWW&utm_HHEXd9EMeFj6JOPpZl0gz2uN3av9rDdvdohC4eBaZBJ07EkTv5zmMyWx1S1Vv8BnYG22mcMergTTuEtrp17x8y_OuCP1ks

4 Only available for IBM Power S1112