

IBM Power Systems PowerCare

Skills and expertise to help you increase the business value from your Power Systems investment



Highlights

- PowerCare Services options provide you with technical leadership and consulting at no additional charge
- Skilled and knowledgeable IBM® Power Systems™ resources at your disposal
- Power Systems Availability
- Systems Director Enablement
- PowerCare Security Assessment
- Performance Optimization Assessment
- Power Flex 795 Enablement
- Power® 795 Upgrade Implementation Service
- PowerCare Technical Training

Getting the most from your Power Systems solution

IBM believes we need to earn your business. We hope to maintain the very highest level of business relationship with our customers by providing you with the best solutions and services possible for your information technology needs. In order for our customers to concentrate on their core business issues, it is crucial that IBM provides world class information technology services that complement our world class information technology solutions.

In today's on-demand world, businesses face increasingly complex IT environments and growing demands for continuous operations. Keeping your business up and running is about managing and minimizing risks and optimizing and maximizing the availability of your systems. System availability impacts your productivity, revenue and reputation.



Offering technical skills and expertise to help you effectively deploy and utilize your Power Systems environment, IBM Power Systems PowerCare can help you leverage your installation to deliver real business value. To get the most out of your investment, IBM provides a PowerCare services offering option integrated with your Power Model 780 or 795 system. This service includes your choice of one of the following service offerings at no additional charge.

PowerCare service offerings

Power Systems Availability

IBM brings the skills and experience of IBM Systems Lab Services and Training to your enterprise through this on-site consulting, which can assist you in taking advantage of availability technologies on Power Systems. Customers can select one of the following three options: Availability Optimization Assessment, System Health Check or PowerHA™ System Mirror. After completion of the feedback request, receive one complimentary admission to our Power Technical Conference.

Power Systems Availability Optimization Option

As part of your investment in IBM Power Systems, IBM will conduct a Power Systems Availability Optimization, which is an analysis of a customer's Power Systems infrastructure based on their specific availability requirements for potential areas of exposure as well as a review for best practices. The intent of this independent availability assessment is to identify significant risks and other system exposures that may affect overall availability and to provide recommendations to help mitigate those risks. You will receive a comprehensive presentation that includes recommendations to address risks identified.

Power Systems Health Check Optimization Option

IBM will conduct a Power Systems Health Check Optimization, which assesses the health of your computing environment by identifying problems before they can impact your critical operations—including hardware, software and setup—to quickly identify areas of exposure. With this option you gain access to best practices and technology to maximize resource utilization to improve your return on investment. You will receive a comprehensive presentation that includes recommendations to address risks identified.



PowerHA SystemMirror

IBM will conduct a PowerHA SystemMirror Health Check or Planning and Assistance workshop for High Availability solutions on IBM AIX® or IBM i.

The PowerHA SystemMirror Health Check assesses the health of your cluster environment by identifying problems before they can impact your critical operations including hardware, software and setup. You will receive a comprehensive presentation that includes recommendations to address risks identified.

The PowerHA SystemMirror Planning and Assistance workshop provides technical resources to help customers define a PowerHA SystemMirror cluster and assist with the development of the customer's deployment and implementation plans. A review of the latest enhancements such as PowerVM™ Live Partition Mobility, Smart Assist, Cluster Aware AIX and others are included.

Systems Director Enablement

IBM brings the skills and experience of Lab Services to your enterprise through this on-site consulting, which can assist you in taking advantage of Systems Director technologies on Power Systems. Customers can select one of the following three options: Systems Director and Cloud Foundations Enablement, Systems Director Active Energy Manager Enablement, Systems Director Management Console Enablement. After completion of the feedback request, receive one complimentary admission to our Power Technical Conference.

Systems Director and Cloud Foundations Enablement

IBM will provide services to help you install, configure, and exploit the capabilities of IBM Systems Director and IBM Systems Director VMControl™ to provide your company a foundation for a cloud solution. IBM will work with your team to identify platform management requirements, issues, and strategies for your Power Systems environment and architect a solution to address those objectives. Such strategies and objectives will incorporate many features of IBM Systems Director VMControl Standard Edition, and may include

managing your virtualized environment, creating and managing virtual images, cross platform management, system resource monitoring and alerting with automation plans, update management, inventory and device discovery. IBM will implement the core elements of your solution with the installation and configuration of the IBM Systems Director Server, Common Agents over a subset of managed nodes, and key IBM Systems Director functions that target your objectives. You will receive a document that contains your platform management requirements and issues, an overview of your IBM Systems Director installation and a summary of the key functions implemented.

Systems Director Active Energy Manager Enablement

IBM will provide services to help you install, configure, and exploit the capabilities of IBM Systems Director Active Energy Manager™ (AEM) and the core features of IBM Systems Director. IBM will work with your team to understand your data center platform, energy, and thermal management requirements. This engagement can help show your team how to use AEM to manage actual power consumption that affects the thermal load IBM servers place on data centers. You will receive a document that contains: your data center platform, energy, and thermal management requirements and issues, an overview of your IBM Systems Director installation and a summary of the key functions implemented.

Systems Director Management Console Enablement

IBM will provide services to help you install, configure, and exploit the capabilities of IBM Systems Director Management Console. IBM will work with your team to identify platform management requirements, issues, and strategies for your Power Systems environment and architect a solution to address those objectives. Such strategies and objectives will incorporate many features of IBM Systems Director Express Edition and may include managing your virtualized environment, cross platform management, system resource monitoring and alerting with automation plans, update management, inventory and device discovery. IBM will implement the core elements of your solution with the installation and configuration of the IBM Systems Director Management Console, Common Agents over a subset of managed nodes, and key IBM Systems Director functions that target your objectives. You will receive a document that contains your platform management requirements and issues, an overview of your IBM Systems Director installation and a summary of the key functions implemented.

PowerCare Security Assessment

In the current economic climate, many security and IT experts are warning enterprises that the threat for data theft is growing and could prove devastating for many enterprises. The PowerCare Security Assessment evaluates the security configuration of your Power System identifying vulnerabilities before they can be exploited. Thorough documentation of the results and specific recommendations for mitigating the identified vulnerabilities and improving the overall security posture are provided at the conclusion of the assessment. Alternately, use us to assist

you in the implementation of the newer AIX PowerSC security features such as Trusted Network Connect and Patch Management or Trusted Logging or perhaps getting you started with RBAC, LDAP or Single Sign On (IBM i). After completion of the feedback request, receive one complimentary admission to our Power Technical Conference.

Performance Optimization Assessment

This offering is for customers who want to obtain information regarding system and/or application performance optimization. The services provided, focus on the implementation, planning or use of virtualization technologies, and look into areas where machine consolidation and workload balance would apply. The offering can help leverage Power virtualization features to further optimize the system for better resource utilization and performance. After completion of the feedback request, receive one complimentary admission to our Power Technical Conference.

Customer's can select one of the following four options:

- Transition Workshop—To review design goals and help refine the system planning.
- Systems Performance Assessment—To assess performance and health check of the system.
- Application Performance Assessment—To identify how well an application exploits current features and assess it's conformance to Best Practices development on Power Systems.
- PowerVM—To assist, teach or implement advanced virtualization features.

In each case, the goal is to avoid or help eliminate potential functional or performance drawbacks.

Power Flex 795 Enablement

IBM experts will assist with the enablement of a Power Flex environment composed of two or more Power 795 systems, a Flex Capacity Upgrade on Demand option, an On/Off Capacity on Demand and optionally a PowerVM Live Partition Mobility. The solution enables clients to shift running applications from one system to another to perform system maintenance without downtime, helps balance workloads, and can help handle peaks in demand. Through the engagement, your team will gain an understanding of the environment for its ongoing management. After completion of the feedback request, receive one complimentary admission to our Power Technical Conference.

Power 795 Upgrade Implementation services

Want to bring the experience and expertise of IBM to bear on the planning and implementation of an upgrade to a Power 795 environment? IBM can work side-by-side with your team to develop and execute the project steps to deliver a successful upgrade. Our experience with other client upgrades worldwide can help identify and mitigate potential risks that could impact time and cost of the project. After completion of the feedback request, receive one complimentary admission to our Power Technical Conference.

PowerCare Technical Training

IBM will provide onsite training and hands on skills building at your location. Experience high quality training from recognized worldwide subject matter experts in key areas of Power technology. Choose from a selection of Power course topics and solution areas (Availability/Optimization, Systems

Director/VMControl, Systems Director/AEM, Systems Director/Enablement, Systems Director/MC, Security, PowerHA and Performance/Optimization), which will also include lab exercises to complement the learning objectives. Ask questions and learn about processes specific to your environment from the best in the industry. This offering will also include consultation with you on next steps to your training requirements through our training roadmaps. After completion of the feedback request, receive one complimentary admission to our Power Technical Conference.

PowerCare for IBM Power 780/795 clients

The IBM Power 780 and Power 795 are the most powerful and scalable members of the Power Systems family of servers. They are designed to help companies deploy the most cost effective IT infrastructure while achieving the industry's best application performance and increasing the flexibility and speed of deployment of new applications and services. These systems provide exceptional performance, massive scalability and energy-efficient processing for a full range of complex, mission-critical applications with the most demanding computing requirements.

Equipped with high frequency IBM POWER processors in up to 256-core, multiprocessing (SMP) configurations, these systems can scale rapidly and seamlessly to address the changing needs of an on-demand environment. With advanced PowerVM virtualization, EnergyScale™ technology and Capacity on Demand (CoD) options, these Power systems help businesses

take control of their IT infrastructure and confidently consolidate multiple complex UNIX, IBM i and Linux application workloads onto a single system. With the Power 780 and Power 795 you have the freedom to choose the operating system environment and applications that best fit business needs and have the confidence that the system will be ready to handle future requirements as well.

To get the most out of your investment, IBM provides a PowerCare services offering option integrated with your Power 780, or Power 795 system. This service includes your choice of one of the service offerings listed above at no additional charge. Every IBM Power 780 or 795 client is entitled to receive one PowerCare offer per serial number free of additional charge.

Other IBM services for Power 780/795

Other services for Power 780s and 795s are available under separate agreement. Contact IBM Systems Lab Services and Training or your IBM representative or IBM Business Partner for details.

Power Systems Technical University

The Power Systems Technical University is an intense, consolidated way for attendees to learn how to reduce operating costs, simplify the IT environment, access current and upcoming solution providers and leverage the newest technology innovations, including virtualization with the IBM POWER7® technology.

IBM Power Systems Technical University offers hundreds of sessions on extensive topics, multiple training levels (beginner to advanced), best practices, and certification testing. Attendees hear details behind the latest POWER7 announcements and have an opportunity to see the latest Power Systems products and solutions in our Solution Center. Check for Technical University schedules at <http://www-03.ibm.com/systems/services/conferenceseries>

About IBM Systems Lab Services and Training

Lab Services Power Systems Services represent expert skills in all aspects of managing Power Systems environments, and can provide services in installation, migration, porting, platform management, performance, tuning, high availability, consulting and skills transfer. Lab Services offers services in over 15 different areas. Because it utilizes skills from the IBM development labs, Lab Services possesses up-to-date knowledge of the products and solutions for virtualization, high availability, high-performance computing and server consolidation. For more information visit: ibm.com/systems/services/labservices/

For more information

Contact your IBM representative, IBM Business Partner or the IBM PowerCare team (pwrcare@us.ibm.com)

Additional PowerCare information is available at ibm.com/systems/power/support/powercare/index.html



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