

# IBM Maintenance and Technical Support Services

Offering Information  
and Documentation

If you're looking for information on IBM's maintenance and technical support services you've come to the right place.

This site provides an overview of IBM's Hardware Maintenance , Software Support and Solution support offerings as well as reference information and documentation relating to both hardware and software support.

Please note this overview is provided for information purposes only. IBM's obligations regarding its Maintenance and Technical Support Offerings are provided in the respective IBM agreement under which support is to be provided.

## Overview of IBM Maintenance and Technical Support services

IBM Maintenance and Technical Support services are a fundamental part of the extensive IBM Global Technology Services (GTS) offering portfolio.

IBM's service offerings are modular and scalable allowing customers to customise the service they require today and in the future. Supporting business critical, high availability system requirements, customers can enhance and upgrade Base offerings, such as Hardware and Software Maintenance or Support Line through additional service offerings such as Enhanced Technical Support, Warranty/ Maintenance Service Upgrade..

### **Hardware Maintenance Overview:**

Imagine enjoying the simplicity of single-point accountability the next time you have to deal with frustrating—and often costly—hardware problems. The IBM Hardware Maintenance Services portfolio makes this a reality by offering a range of customizable hardware support services for IBM and multivendor systems to help you resolve hardware issues quickly and conveniently. We can also manage your maintenance and support needs by drawing on our extensive infrastructure and deep technical expertise.

IBM Hardware Maintenance Services can help you:

- Get the right support for your hardware assets
- Leverage single-call accountability for IBM and multivendor hardware support
- Minimize costly downtime and protect against outages
- Accelerate recovery

### **Managed Support Services Overview**

IBM Managed Support Services is designed to establish a single point of accountability and a simplified contract structure for multivendor hardware and software support throughout your data centres.

Highlights:

- Streamlines operations and helps reduce downtime through proactive guidance and advice
- Alleviates the management burden on IT, freeing resources for more

strategic tasks

Helps to improve reliability, efficiency and reduce costs

When it comes to IT support, you need a provider you can rely on which isn't always easy when you have multiple support contracts with differing service levels. Especially in complex situations, it can seem as if you alone are responsible for shouldering the burden of diagnosing problems and coordinating communication among vendors. Fortunately, there's a better option.

This service provides a single point of accountability, so you don't have to spend your time coordinating IT support services. Providing support for both IBM components under a simplified contract structure, we can help you meet service level expectations and can act as a trusted advisor to your IT organization.

### **Software Support Overview:**

Software-related problems can really slow down a business—not to mention tie up IT staff. The solution? A single point of contact to handle all your software support needs—whether your organization uses IBM or multivendor software. IBM provides a service portfolio that offers remote, 24x7 support, including individual problem fixes and product usage advice, for virtually all of your software products.

IBM Software Support Services can help you:

- Reduce operating costs and increase efficiency
- Improve availability and reduce downtime
- Reduce complexity
- Ease resource and skills constraints.

IBM's vast product expertise can help your organization quickly resolve even the most complex software-related problems to keep operations functioning efficiently.

### **Doing business with IBM's Maintenance and Technical Support Services**

This site contains reference information pertaining to IBM's 3 major Services contract types:

- [ServicePac](#) for packaged/commoditised, warranty upgrade, base level service and software support,
- [ServiceSuite](#), designed for the SMB market, providing the flexibility to select from a wide-range of support services - covering basic requirements through to business critical and
- [Enterprise Service](#), which delivers customised services, supporting high availability requirements for the large Enterprise customer.

IBM's maintenance services are delivered against a defined set of service standards and types, which are detailed and defined in the [Operational Guide](#).

The range of Service Levels available by contract type are detailed in the respective contract sections with a complete overview of all Service Level Codes provided in the [Service Levels References](#).

[Information on SWG products \(Websphere etc..\) Software support under Passport Advantage](#)