IBM Hardware Support Extension

Protect your IBM hardware
with a support extension
beyond the end-of-service date

Highlights

– Helps avoid service disruptions and maintain continuity of support for end-of-service products

– Reduces risk and protects your current technology investments

– Helps gain time for a technology refresh and budget planning

When the end-of-service date is within sight for the technology in your production environment, it can feel like you're on a sinking IT ship.

Organizations like yours may need to keep equipment operating even as its official support withdrawal date is looming or has passed. You need to avoid coverage gaps and keep equipment running at a predictable and affordable cost. And it's equally important to reduce the risk of equipment failure and accompanying business delays, lost data, sales revenue declines, compliance challenges and decreased staff productivity.

IBM® Technology Support Services offers IBM Hardware Support Extension for organizations that need to continue support for IBM Power® Systems, IBM Storage and IBM Z® systems beyond the end-of-service (EOS) date. By purchasing this extended hardware support, businesses can protect their current hardware investment and IT budgets while gaining time to plan for technology upgrades. IBM Hardware Support Extension provides skilled technicians to minimize business disruptions with covered repair parts and support for known hardware defects, freeing in-house IT staff to focus on business-critical activities.

Avoid service disruptions and maintain continuity of support for EOS products
Many organizations find themselves relying on critical business applications running on EOS hardware in their production environment until they upgrade. Gaining additional time can be the answer to lagging migration projects caused by purchasing delays or for development and test cycles. But maintaining and repairing withdrawn equipment on your own can significantly increase operational risks and costs, even if your IT staff has the skills to maintain it. And downtime caused by failing EOS hardware can result in high costs to your business.

With IBM Hardware Support Extension, you can extend the useful life of your IBM systems beyond the EOS date while avoiding support coverage gaps. Skilled IBM specialists help support your IT infrastructure to reduce the threat of business disruptions and maintain service continuity which, in turn, helps protect shareholder trust and customer confidence.

Reduce risk and protect your current technology investments

Running EOS equipment can feel like risky business, but it doesn't have to be. IBM specialists offer globally consistent onsite or remote service to address hardware support needs for withdrawn equipment. Their in-depth knowledge and experience help provide seamless known defect support, including existing microcode fixes and patches. The service also covers parts replacement, depending on availability. IBM's worldwide reach fosters a holistic approach to hardware support services that helps identify dependencies across your organization's IT environment. The service also helps you avoid the risk of compliance challenges, lost data and decreased staff productivity that can accompany failed equipment.

Gain time for a technology refresh and budget planning

Often, organizations require extra time for technology upgrades along with capital expenditure (CapEx) and IT budget planning. IBM Hardware Support Extension provides the peace of mind that your technology can continue to be safely used and protected until you're ready to upgrade. If you need to delay a CapEx, a support extension can protect your current technology investment with a predictable operating expense model that is easier to manage. Agreements are designed to let you pay for the support service level your business needs by meeting your requirements regardless of enterprise size.

Conclusion

IBM Hardware Support Extension provides continuity of support and peace of mind to keep using your EOS equipment with globally consistent hardware support. IBM can help you design and implement a strategy to protect your technology investment, manage compliance and maintain uninterrupted support with a contract that meets your specific needs as you replace the EOS equipment. You'll gain the time you need to plan technology refreshes and migrations and improve your CapEx and budget planning. Plus, IBM's support for your EOS IT infrastructure frees your staff to focus on business-critical goals and initiatives—all with a predictable operating expense model.

Why IBM Technology Support Services?

IBM Technology Support Services professionals have decades of expertise in the technology industry. Our experts support over 30,000 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 proven 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 Support Services to keep your mission-critical systems running smoothly 24x7.

For more information

To learn more about IBM Hardware Support Extension services, please contact your IBM representative or IBM Business Partner, or complete this form for an IBM representative to contact you ibm.com/account/reg/us-en/signup?formid=MAIL-services2.

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You can also explore other IBM Technology Support Services at ibm.com/services/technology-support/hardware-software.

Additionally, IBM Global Financing provides numerous payment options to help you acquire the technology you need to grow your business. We provide full lifecycle management of IT products and services, from acquisition to disposition. For more information, visit ibm.com/financing.