

# IBM Software Support Extension

Help optimize uptime and reduce service interruptions with support for end-of-service IBM software



## Highlights

- Eliminate support interruptions with a service extension plan
- Help lower risks of unplanned downtime and increase availability
- Offer the flexibility to customize your support service contracts
- Free your in-house IT staff to drive strategic growth

# Your IT infrastructure may be vulnerable when IBM software products reach the end-of-service date.

However, you might need to continue to use IBM software that has reached its end of service for several reasons. For example, maybe your hardware models and business applications run only with older versions of software. Or perhaps your current systems and related software are stable enough to fit into your strategic business plan. Or you need to delay the migration due to budgetary constraints. No matter the reason, without technical support, your organization could experience downtime—which can negatively impact revenue, customer satisfaction and regulatory compliance management.

IBM® Software Support Extension can help you reduce risks and protect your technology investment with up to three years of extended support for the end-of-service IBM software. Highly skilled specialists can answer your “how to” and usage questions, provide fixes for both new and existing defects, and expedite resolution if any incident occurs. IBM also offers the flexibility to customize services for your unique requirements. By taking advantage of our IBM software support expertise, your in-house IT staff can devote their time to other business-critical tasks.

### **Eliminate support interruptions with a service extension plan**

As your IBM software reaches end-of-service life, you’ll require a support extension to enable continued access to IBM’s support for “how to” questions, usage issues, and new and known defects. IBM Software Support Extension provides support for your current software while you plan a migration or upgrade so that you can receive seamless service and avoid interruptions. You’ll also gain time for technology refresh and migrations and improve budget planning.

### **Find out why IBM is the right choice**

Learn more about why you should choose IBM for support services: the IDC report ranks IBM as a leader in worldwide support services.<sup>1</sup>

[Read the IDC report →](#)

### **Help lower risks of unplanned downtime and increase availability**

Our service is designed to provide you with more efficient and robust support to help expedite your resolution time and achieve higher systems availability. Through timely response to “how to” questions and faster resolution of usage issues and defects, we can help you reduce downtime and maintain high productivity and responsiveness to business requirements. In addition, you may reduce the overall cost and risk of penalties associated with industry or government noncompliance, thanks to consistent service delivery.

### **Offer the flexibility to customize your support service contracts**

Businesses expect an IT maintenance and support strategy that can meet their unique needs and change as they drive cloud initiatives forward. Understanding these expectations, IBM offers broad options with contract terms from 3 months to up to 3 years. The coverage options include 24x7 support for critical problems and support for noncritical problems that can be handled Monday through Friday, from 9 AM to 5 PM in your local time zone. With these flexible choices, you can optimize your uptime and more effectively manage the migration to a newer software release.

### **Free your in-house IT staff to drive strategic growth**

With rich experience and deep technical expertise, IBM software professionals can answer unlimited call volumes around the clock. IBM can support the skills gaps of your in-house IT staff and free staff to focus on business-critical goals to drive revenue and improve customer satisfaction. By consistently supporting your IBM software, IBM can meet you where you are and support your future growth strategy.

### **Conclusion**

IBM technical support specialists can offer virtually unparalleled expertise for extended “how to,” usage and defect support for IBM’s end-of-service software with broad contract term options that suit your specific needs. IBM's time-tested methodologies are designed to provide more consistent service delivery and faster problem resolution to help you lower risks and maintain high IT availability. By proactively planning for continuous support, you can avoid interruptions, reduce complexity and free your in-house IT staff to focus on your digital transformation and strategic business goals.

### **Why IBM Technology Support Services?**

IBM Technology Support Services professionals have deep 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 demonstrated 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**

Learn about other IBM proactive services that can help accelerate your cloud adoption.

Learn more



Talk with us



You can also reach out to your IBM representative or IBM Business Partner for more information or explore our IBM Hardware and Software support [website](#).

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](https://ibm.com/financing).

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<sup>1</sup> IDC MarketScape: Worldwide Support Services 2019 Vendor Assessment, October 2019.

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