IBM High Performance Services adds additional IBM Spectrum Computing software options

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At a glance

IBM High Performance Services portfolio expands with new options for IBM Spectrum Computing software. These new options include:

- Five Call Support Pack
- IBM Spectrum Scale Capacity Edition
- Health Check
- Client directed HPC services
- Design and Benchmarking service
- IBM ASPERA one time setup
- IBM Spectrum RTM one time setup
- Hybrid Cloud one time setup
- IBM Spectrum Symphony GPU Harvesting

Overview

High Performance Services enables speedy deployment of technical computing and analytics workloads in the cloud regardless of the cloud being used as a foundation. When using these services, you can easily meet additional resource demands without the cost of purchasing or managing in-house infrastructure, minimizing your administrative burden and quickly addressing evolving business needs.

Recent Cloud Service updates align High Performance Services portfolio with additional IBM Spectrum Computing software.

5 Call Support Pack

This support offering is geared for clients who do not want to engage managed services for cost, scope, or security reasons, but still want a limited support option in the event that something no longer functions and support is needed to get the problem diagnosed and resolved. This option gives the client the right to call IBM Support five times for separate support issues over a 90-day period.

IBM Spectrum Scale Capacity Edition

Some clients require smaller filesystems that are shared globally, but have high speed I/O requirements. The nature of speed in IBM Spectrum Scale is parallelism, which requires multiple servers, and each server typically has multiple sockets. This
provides a client the capability to pay for IBM Spectrum Scale as a cloud service by usable capacity.

**Health Check**

Many clients have built their own environments or have had their environments built for them by a third party. In cases where those clients are running IBM Spectrum LSF®, IBM Spectrum Symphony, or IBM Spectrum Scale, the clients can request that the High Performance Services cloud team access the environment and perform a set of tasks which evaluate how the environment is setup, how it is running, the workload character, and provide recommendations for possible improvements.

**Client directed HPC services**

Some clients outsource their high-performance computing (HPC) to a managed service and need additional help beyond standard managed services for the operating system. For example, a client might require help installing their applications. The Client directed HPC services offering enables the HPC cloud services team to help clients beyond its standard scope.

**Design and Benchmarking service**

In HPC, the process of understanding the client's applications is an important first step to deploying a solution that achieves a client's performance goals. This knowledge is vertical-specific and specialized, and can be combined with the process of running benchmarks to verify understanding as well as certify a vendor's ability to deliver high performance. In cases where a client wants to purchase a cloud service but does not know what to buy, this option quantifies the value of IBM HPC support in the form of a documented design before the client goes into production.

**IBM ASPERA one time setup**

IBM ASPERA is a tool to accelerate data transfers. This option accounts for the extra services associated with configuring a server, installing, and configuring that software to function.

**IBM Spectrum LSF RTM one time setup**

IBM Spectrum LSF RTM is a tool to monitor and report on the aspects of an IBM Spectrum LSF environment, stand-alone, and hybrid. This option accounts for the extra services associated with configuring a server, installing, and configuring that software to function.

**Hybrid Cloud one time setup**

Hybrid cloud (on-premises direct cluster-to-cluster connection to the cloud) requires a significant increase in support and configuration complexity. This option accounts for the extra services associated with configuring such an environment, installing, and configuring the additional services and security required to make such an environment function.

**IBM Spectrum Symphony GPU Harvesting**

More applications are being adapted to use accelerators for the computationally heaviest parts of their processes. As a result, the need to support cloud-level monthly and hourly per-GPU granularity for those applications is a natural next step, and builds on the IBM High Performance Services for Analytics offering.

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**Key prerequisites**

An internet connection and browser are required.

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**Planned availability date**

IBM United States Software Announcement 217-371   IBM is a registered trademark of International Business Machines Corporation
Reference information

For information about all of the parts available for these Cloud Services, see Software Announcement 217-008, dated February 14, 2017.

Program number

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<th>Program number</th>
<th>VRM</th>
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<tr>
<td>5737-D07</td>
<td>Cloud Services</td>
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<td>Cloud Services</td>
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<td>Cloud Services</td>
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Offering Information

Product information is available on the IBM Offering Information website.

More information is also available on the Passport Advantage(R) and Passport Advantage Express(R) website.

Publications

None

Services

Software Services

IBM Software Services has the breadth, depth, and reach to manage your services needs. You can leverage the deep technical skills of our lab-based, software services team and the business consulting, project management, and infrastructure expertise of our IBM Global Services team. Also, we extend our IBM Software Services reach through IBM Business Partners to provide an extensive portfolio of capabilities. Together, we provide the global reach, intellectual capital, industry insight, and technology leadership to support a wide range of critical business needs.

To learn more about IBM Software Services, contact your Lab Services Sales or Delivery Leader.

Technical information

Specified operating environment

Software requirements

IBM High Performance Services offerings are accessed through the internet. No customer-maintained servers are required beyond the user desktop machines used to access the service.
The program’s specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a readme file, or other information published by IBM, such as an announcement letter. Documentation and other program content may be supplied only in the English language.

**IBM Client Success Portal**

The IBM Client Success Portal is your gateway to technical support. This includes access to forums and technical resources for running and managing your cloud offering. To help save time and simplify support, the Client Success Portal can help you find answers, and submit and track problems. These tools are available through your IBM support agreement at no additional charge. Read about support for offerings in the IBM SaaS Support Handbook.

**Planning information**

**Packaging**

This offering is delivered through the internet. There is no physical media.

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**Ordering information**

This product is only available through Passport Advantage. It is not available as shrinkwrap.

**Product group:** IBM Spectrum Computing

**Product:**

- IBM High Performance Services (5737-D07)
- IBM High Performance Services for HPC (5725-Q05)
- IBM High Performance Services for Analytics (5725-Q06)
- IBM High Performance Services for Data (5725-R94)

**Product category:** Cloud services

**Passport Advantage**

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**Access**

Access is a unit of measure by which the IBM Cloud Service may be obtained. An Access is the rights to use the IBM Cloud Service. Customer must obtain a single Access entitlement in order to use the IBM Cloud Service during the measurement period specified in Customer’s Proof of Entitlement (PoE) or Transaction Document.

**Application**

Application is a unit of measure by which the IBM Cloud Service can be obtained. An Application is a uniquely named software program. Sufficient entitlements must be obtained for each Application developed by the IBM Cloud Service or made available to access and use during the measurement period specified in Client’s Proof of Entitlement (PoE) or Transaction Document.

**Connection**

Connection is a unit of measure by which the IBM Cloud Service can be obtained. A Connection is a link or association of a database, application, server, or any other type of device to the IBM Cloud Service. Sufficient entitlements must be obtained to cover the total number of Connections which have been or are made to the IBM Cloud Service during the measurement period specified in Client’s Proof of Entitlement (PoE) or Transaction Document.

**Gigabyte**

Gigabyte is a unit of measure by which the IBM Cloud Service can be obtained. A Gigabyte is defined as 2 to the 30th power bytes of data (1,073,741,824 bytes). Sufficient entitlements must be obtained to cover the total number of Gigabytes.
processed by the IBM Cloud Service during the measurement period specified in Client's Proof of Entitlement or Transaction Document.

**Instance**

Instance is a unit of measure by which the IBM Cloud Service can be obtained. An Instance is access to a specific configuration of the IBM Cloud Service. Sufficient entitlements must be obtained for each Instance of the IBM Cloud Service made available to access and use during the measurement period specified in Client's Proof of Entitlement (PoE) or Transaction Document.

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**Terms and conditions**

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction for the acquisition of Cloud Services from IBM consist of either the IBM Cloud Services Agreement and the applicable offering Service Description or the IBM International Passport Advantage Agreement or the International Passport Advantage Express Agreement and the IBM Terms of Use -- General Terms for Cloud Offerings and the applicable offering Service Description.

This product is only available through Passport Advantage. It is not available as shrinkwrap.

**Technical support**

Technical support is provided for Cloud Services and enabling software, as applicable, during the subscription period. Any enhancements, updates, and other materials provided by IBM as part of any such technical support are considered to be part of the Cloud Service, as applicable, and therefore governed by the applicable agreement as defined in client's quote or transaction document. Technical support is included with the Cloud Service and is not available as a separate offering.

Additional technical support information for this Cloud Service offering may be found in the IBM Support Handbook or in service-specific documentation.

**Terms of Use**

Cloud Service offering-specific terms are available on the Cloud Service terms website.

**Limited warranty**

Refer to the warranty defined in the applicable agreement governing client's acquisition for this offering.

**Money-back guarantee**

No

**Volume orders (IVO)**

No

**Passport Advantage applies**

Yes, information is available on the Passport Advantage and Passport Advantage Express website.

**Software Subscription and Support applies**
Statement of good security practices

IT system security involves protecting systems and information through intrusion prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a regulatory compliant, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

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IBM Electronic Services

Electronic Service Agent™ and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to organizations that have IBM Systems. The IBM Electronic Service Agent tool is a no-additional-charge tool that proactively monitors and reports hardware events, such as system errors, performance issues, and inventory. The Electronic Service Agent tool can help you stay focused on your company’s strategic business initiatives, save time, and spend less effort managing day-to-day IT maintenance issues. Servers enabled with this tool can be monitored remotely around the clock by IBM Support, all at no additional cost to you.

Now integrated into the base operating system of AIX® V5.3, AIX V6.1, and AIX V7.1, Electronic Service Agent is designed to automatically and electronically report system failures and utilization issues to IBM, which can result in faster problem resolution and increased availability. System configuration and inventory information collected by the Electronic Service Agent tool also can be viewed on the secure Electronic Support web portal, and used to improve problem determination and resolution by you and the IBM support team. To access the tool main menu, simply type smitty esa_main, and select Configure Electronic Service Agent. In addition, ESA now includes a powerful web user interface, giving the administrator easy access to status, tool settings, problem information, and filters. For more information and documentation on how to configure and use Electronic Service Agent, go to the IBM Electronic Support website.

The IBM Electronic Support portal is a single internet entry point that replaces the multiple entry points traditionally used to access IBM internet services and support. This portal enables you to gain easier access to IBM resources for assistance in resolving technical problems. The My Systems and Premium Search functions make
it even easier for organizations that are Electronic Service Agent tool-enabled to track system inventory and find pertinent fixes.

Benefits

**Increased uptime:** The Electronic Service Agent™ tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the symptoms, diagnosing the error, and manually calling IBM Support to open a problem record. Its 24 x 7 monitoring and reporting mean human intervention is not required to report errors.

**Security:** The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM. The Electronic Service Agent tool is designed to securely transmit either through the internet (HTTPS or VPN) or modem to provide organizations a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into an organization's system.

For additional information, go to the IBM Electronic Service Agent website.

**More accurate reporting:** Because system information and error logs are automatically uploaded to the IBM Support Center in conjunction with the service request, you are not required to find and send system information, decreasing the risk of misreported or misdiagnosed errors. Once inside IBM, problem error data is run through a data knowledge management system and knowledge articles are appended to the problem record.

**Customized support:** Using the IBMid entered during activation, you can view system and support information in the My Systems and Premium Search sections of the IBM Electronic Support page.

My Systems provides valuable reports of installed hardware and software using information collected from the systems by Electronic Service Agent. Reports are available for any system associated with your IBMid. Premium Search combines the function of search and the value of Electronic Service Agent information, providing advanced search of the technical support knowledgebase. Using Premium Search and the Electronic Service Agent information that has been collected from your system, you are able to see search results that apply specifically to your systems.

For more information about how to utilize the power of IBM Electronic Services, contact your IBM Systems Services Representative, or go to the IBM Electronic Support website.

Prices

**Business Partner information**

If you are an IBM Business Partner -- Distributor for Workstation Software acquiring products from IBM, you may link to Passport Advantage Online for resellers where you can obtain Business Partner pricing information. An IBMid and password are required to access the IBM Passport Advantage website.

**Passport Advantage**

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Order now
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Phone: 800-IBM-CALL (426-2255)

Fax: 800-2IBM-FAX (242-6329)

For IBM representative: askibm@ca.ibm.com

IBM Digital Sales Offices 1177 S Belt Line Rd Coppell, TX 75019-4642, US

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