

IBM Proactive Support helps you maximize the return on your IT investment

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At a glance

Business demands don't stop, even if your IT does. To help protect your brand and keep your customer base, your IT infrastructure needs to run around the clock, but hiring multiple vendors for support can be complicated and costly. Improve your IT availability, and drive growth and innovation with proactive, trusted, personalized, specialized, and single-source technical support from IBM^(R).

Overview

Because downtime costs are increasing and IT environments are becoming more complex with highly converged, virtualized, or cloud-based solutions, your technical support strategy is more important than ever. You need to achieve high availability more cost-effectively while retaining control and ownership of your infrastructure. A valuable way to do that is through proactive, personalized support to manage your growing and increasingly complex IT environment.

IBM Proactive Support offers a broad portfolio of support service options provided by highly skilled support specialists. It is designed to provide an integrated approach to proactive, coordinated support for multiproduct and multivendor IT environments -- thus maximizing IT infrastructure availability at an effective cost. Including a rapid response to critical threats and situations, using proprietary analysis tools, and acting as a remote extension of your IT staff, our skilled support specialists monitor and support your multivendor IT infrastructure, helping to improve your system availability, productivity, and recoverability. It provides cost-effective support across all IBM hardware and software, as well as the most strategic non-IBM products, such as Linux^(R), helping you maximize the return on your IT investment.

Planned availability date

May 17, 2018

Accessibility by people with disabilities

A US Section 508 Accessibility Compliance Report containing details on accessibility compliance can be found on the [Product accessibility information](#) website.

Prices

For pricing information, contact your IBM representative or IBM Business Partner.

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