IBM Power Expert Care delivers a simplified method to select services and support for the IBM Power E1050 technology-based server

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At a glance

IBM^(R) Power^(R) Expert Care is a service approach that integrates and prepackages hardware and software support services into a tiered support model. Now, it extends its support to include the IBM Power E1050 technology-based server, providing a standardized and simplified support acquisition process.

There are two service tier levels: Advanced and Premium. Each tier provides a group of selected hardware and software services and clients can select the tier that better fits their needs.

IBM Hardware Maintenance Services - committed maintenance

Committed maintenance enables hardware maintenance services to be included as optional add-ons to Power Expert Care Advanced or Premium for the Power E1050.

Committed maintenance can help reduce the cost of downtime by providing a committed time frame to call back, arrive onsite, or provide repair for an issue. Committed maintenance can also help reduce the loss of revenue, repair costs, and loss of consumer confidence and shareholder trust by helping ensure clients' products are well-protected.

Overview

When it comes to maintaining your systems and devices, you want to procure critical services as easily as possible. With the Power Expert Care service tiers, you have easy access to IT services that can help you avoid longer procurement and contracting processes by enabling the procurement of your chosen tier during the product purchase transaction.

There are two tiers of Power Expert Care:

Power Expert Care Advanced

Hardware maintenance support is provided with 24x7 coverage, same-day onsite repair.

- SWMA coverage is a prerequisite and must be aligned with the same number of years selected for the Power Expert Care Advanced tier.
- Predictive support, using Call Home Connect Cloud, is also available for 24x7 coverage and response from remote technical support specialists.

Power Expert Care Premium

Hardware maintenance support is provided with 24x7 coverage, same-day onsite repair.

- SWMA coverage is a prerequisite and must be aligned with the same number of years selected for the Power Expert Care Premium tier.
- Predictive support, using Call Home Connect Cloud, is also available for 24x7 coverage and response from remote technical support specialists.
- Enhanced response time available:
  - Enhanced response time is the elapsed time between when IBM technical support receives your problem submission and IBM's acknowledgement of the submission. When you purchase Power Expert Care Premium, you are entitled to a 30-minute response time on severity one and severity two problems only.
- Access to Technical Account Manager:
  - IBM provides a Technical Account Manager to serve as your key interface for in-scope software, delivering partnership and consultancy as well as direct engagement on high-priority support cases.
- Code Load capability:
  - Code Load allows system firmware and Hardware Management Console (HMC) updates for your Power10 system.

Key requirements

- SWMA coverage is a prerequisite and must be aligned with the same number of years selected for the Power Expert Care Advanced tier or Power Expert Care Premium tier.

Planned availability date

- July 22, 2022
- September 2, 2022, in Brazil and Mexico only

Availability within a country is subject to local legal requirements.

Statement of general direction

IBM intends to provide Remote Control Load (RCL) capability in 4Q, 2022.

- RCL will enable clients to remotely upgrade code on their entitled Power products. Both efficient and secure, RCL will be the preferred code delivery method. RCL can only be performed on Hardware Management Console (HMC)-managed systems.
- Experienced IBM technical staff will oversee the RCL process end-to-end, avoiding the need to plan and schedule a service support representative (SSR) to be available onsite.
- Available to IBM Power Expert Care Premium clients.

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Product number

The following are newly announced features on the specific models of the IBM Power 9043 machine type:

New Features

Description	Machine type	Model number	Feature number
3 YEAR, IBM POWER EXPERT CARE ADVANCED, 72HR COMMITTED FIX	9043	MRX	EX33
4 YEAR, IBM POWER EXPERT CARE ADVANCED, 72HR COMMITTED FIX	9043	MRX	EX34
5 YEAR, IBM POWER EXPERT CARE ADVANCED, 72HR COMMITTED FIX	9043	MRX	EX35
3 YEAR, IBM POWER EXPERT CARE PREMIUM, 72HR COMMITTED FIX	9043	MRX	EX53
4 YEAR, IBM POWER EXPERT CARE PREMIUM, 72HR COMMITTED FIX	9043	MRX	EX54
5 YEAR, IBM POWER EXPERT CARE PREMIUM, 72HR COMMITTED FIX	9043	MRX	EX55
3 YEAR, ADVANCED EXPERT CARE	9043	MRX	EXA3
4 YEAR, ADVANCED EXPERT CARE	9043	MRX	EXA4
5 YEAR, ADVANCED EXPERT CARE	9043	MRX	EXA5
3 YEAR, PREMIUM EXPERT CARE	9043	MRX	EXP3
4 YEAR, PREMIUM EXPERT CARE	9043	MRX	EXP4
5 YEAR, PREMIUM EXPERT CARE	9043	MRX	EXP5

The following are newly announced features on the specific models of the IBM Power 9043 and 9080 machine type:

New Features

Description	Machine type	Model number	Feature number
Expert Care Indicator	9043	MRX	ALH0
	9080	HEX	

Publications

No publications are shipped with the announced products.

To access the IBM Publications Center Portal, go to the IBM Publications Center website.

The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalog of 70,000 items. Extensive search facilities are provided. A large number of publications are available online in various file formats, which can currently be downloaded.

National language support

Not applicable

Services

IBM Systems Lab Services

Systems Lab Services offers infrastructure services to help build hybrid cloud and enterprise IT solutions. From servers to storage systems and software, Systems Lab Services can help deploy the building blocks of a next-generation IT infrastructure to empower a client's business. Systems Lab Services consultants can perform infrastructure services for clients online or onsite, offering deep technical expertise, valuable tools, and successful methodologies. Systems Lab Services is designed to help clients solve business challenges, gain new skills, and apply best practices.

Systems Lab Services offers a wide range of infrastructure services for IBM Power servers, IBM Storage systems, IBM Z$^{(R)}$, and IBM LinuxONE. Systems Lab Services has a global presence and can deploy experienced consultants online or onsite around the world.

For assistance, contact Systems Lab Services at ibmsls@us.ibm.com.

To learn more, see the IBM Systems Lab Services website.

IBM Consulting^{TM}

As transformation continues across every industry, businesses need a single partner to map their enterprise-wide business strategy and technology infrastructure. IBM Consulting is the business partner to help accelerate change across an organization. IBM specialists can help businesses succeed through finding collaborative ways of working that forge connections across people, technologies, and partner ecosystems. IBM Consulting brings together the business expertise and an ecosystem of technologies that help solve some of the biggest problems faced by organizations. With methods that get results faster, an integrated approach that is grounded in an open and flexible hybrid cloud architecture, and incorporating technology from IBM Research$^{(R)}$ and IBM Watson$^{(R)}$ AI, IBM Consulting enables businesses to lead change with confidence and deliver continuous improvement across a business and its bottom line.

For additional information, see the IBM Consulting website.

IBM Technology Support Services (TSS)

Get preventive maintenance, onsite and remote support, and gain actionable insights into critical business applications and IT systems. Speed developer innovation with support for over 240 open-source packages. Leverage powerful IBM analytics and AI-enabled tools to enable client teams to manage IT problems before they become emergencies.

TSS offers extensive IT maintenance and support services that cover more than one niche of a client's environment. TSS covers products from IBM and OEMs, including servers, storage, network, appliances, and software, to help clients ensure high availability across their data center and hybrid cloud environment.

For details on available services, see the Technology support for hybrid cloud environments website.

IBM Expert Labs

Expert Labs can help clients accelerate their projects and optimize value by leveraging their deep technical skills and knowledge. With more than 20 years of industry experience, these specialists know how to overcome the biggest challenges to deliver business results that can have an immediate impact.

Expert Labs' deep alignment with IBM product development allows for a strategic advantage as they are often the first in line to get access to new products, features, and early visibility into roadmaps. This connection with the development enables them to deliver First of a Kind implementations to address unique needs or expand a client's business with a flexible approach that works best for their organization.

For additional information, see the IBM Expert Labs website.

IBM Security$^{(R)}$ Expert Labs

With extensive consultative expertise on IBM Security software solutions, Security Expert Labs helps clients and partners modernize the security of their applications, data, and workforce. With an extensive portfolio of consulting and learning services, Expert Labs provides project-based and premier support service subscriptions.

These services can help clients deploy and integrate IBM Security software, extend their team resources, and help guide and accelerate successful hybrid cloud solutions, including critical strategies such as zero trust. Remote and on-premises software deployment assistance is available for IBM Cloud Pak$^{(R)}$ for Security, IBM Security QRadar$^{(R)}$/QRoC, IBM Security SOAR/Resilient$^{(R)}$, IBM i2$^{(R)}$, IBM Security Verify, IBM Security Guardium$^{(R)}$, and IBM Security MaaS360$^{(R)}$.

For more information, contact Security Expert Labs at sel@us.ibm.com.

For additional information, see the IBM Security Expert Labs website.

IBM support

For installation and technical support information, see the IBM Support Portal.

Additional support

IBM Client Engineering for Systems

Client Engineering for Systems is a framework for accelerating digital transformation. It helps you generate innovative ideas and equips you with the practices, technologies, and expertise to turn those ideas into business value in weeks. When you work with Client Engineering for Systems, you bring pain points into focus. You empower your team to take manageable risks, adopt leading technologies, speed up solution development, and measure the value of everything you do. Client Engineering for Systems has experts and services to address a broad array of use cases, including capabilities for business transformation, hybrid cloud, analytics and AI, infrastructure systems, security, and more. Contact Client Engineering at sysgarage@ibm.com.

Technical information

Specified operating environment

Hardware requirements

- IBM Power E1050

Planning information

Cable orders

Not applicable

Security, auditability, and control

The client is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communications facilities.

Terms and conditions

Not applicable

Prices

For all local charges, contact your IBM representative.

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