IBM
Software

Extended, Sustained and
Advanced Support

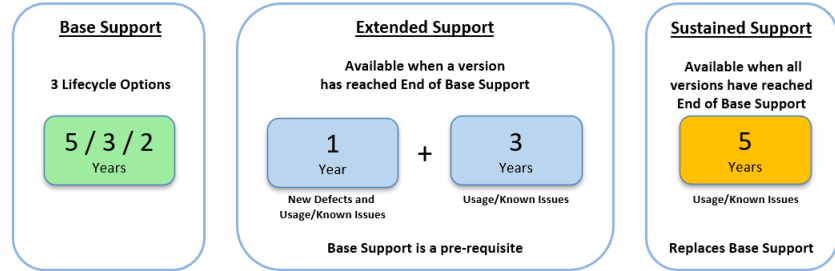Agenda:

- IBM Software Lifecycle

- Support Offerings

Support Lifecycle and Offerings

❑ **Standardized Support lifecycle**

- Clients for life

❑ **3 Support Offerings (Part Numbers)**

Base Support	Extended Support	Sustained Support
3 Lifecycle Options	Available when a version has reached End of Base Support	Available when all versions have reached End of Base Support
5 / 3 / 2 Years	**1** Year + **3** Years	**5** Years
	New Defects and Usage/Known Issues / Usage/Known Issues	Usage/Known Issues
	Base Support is a pre-requisite	Replaces Base Support

Improved

- **IBM Extended Support** allows clients to acquire support after IBM base support period ends for their program version or release in use.
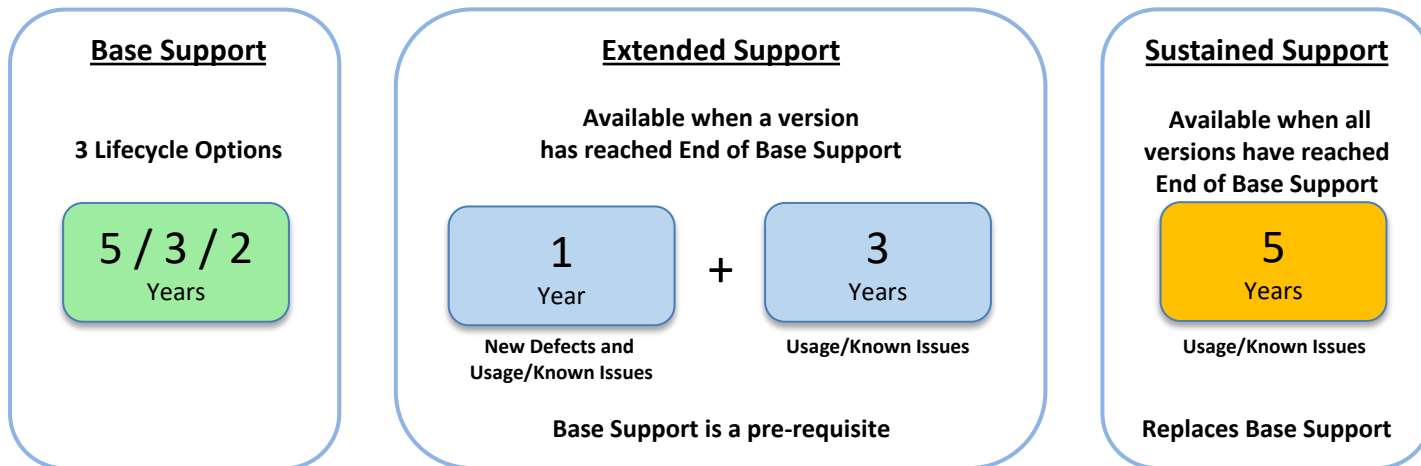
New

- **IBM Sustained Support** allows clients to acquire support after IBM base support period ends and no new versions or releases are available for the program.

New

- **IBM Advanced Support** allows clients to acquire an enhanced support experience "white glove" on top of their active IBM support subscription, providing prioritized case handling, shorter response time objectives and Priority Access to Senior Technical Support Professionals

IBM Support and Services – Highlights

❑ **Standardized Support Cycle**

- **IBM Extended Support:** support after Base Support period ends for the program version or release in use.

- **IBM Sustained Support:** support after Base Support period ends and no new versions or releases are available for the program.
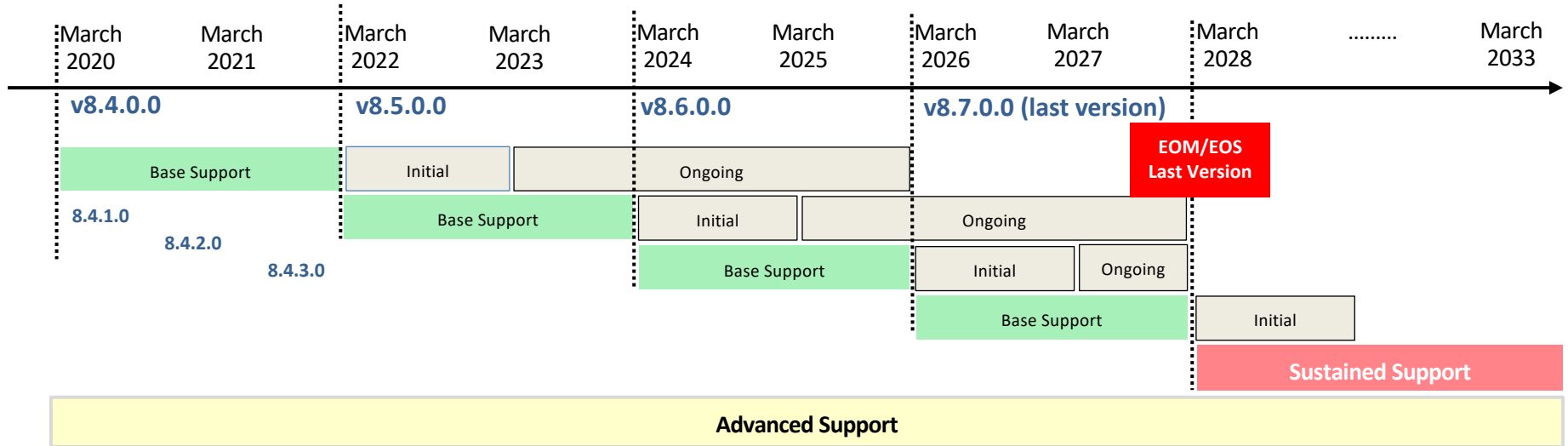
Base Support	Extended Support	Sustained Support
3 Lifecycle Options	**Available when a version has reached End of Base Support**	**Available when all versions have reached End of Base Support**
5 / 3 / 2 Years	**1** Year — New Defects and Usage/Known Issues **+** **3** Years — Usage/Known Issues	**5** Years — Usage/Known Issues
	Base Support is a pre-requisite	**Replaces Base Support**

For more information: Extended Support Website or Sustained Support Website

IBM Product lifecycle Link: Overview - Product lifecycle - IBM Support

Example of a Product Support Cycle

Product is declared as a 2+1 Support Cycle

| March 2020 | March 2021 | March 2022 | March 2023 | March 2024 | March 2025 | March 2026 | March 2027 | March 2028 | .... | March 2033 |

v8.4.0.0

v8.5.0.0

v8.6.0.0

v8.7.0.0 (last version)

EOM/EOS Last Version

| Base Support | | |
| Initial | Ongoing | |

8.4.1.0

| Base Support | Initial | Ongoing |

8.4.2.0

| Base Support | Initial | Ongoing |

8.4.3.0

| Base Support | Initial |

Sustained Support

Advanced Support

Advanced Support

Provides a higher tier, priority care support beyond that provided with the standard Subscription and Support.

https://www.ibm.com/support/pages/ibm-advanced-support-offering

Overview

- Increased responsiveness and higher support case prioritization
- Priority Access to Senior Technical Support Professionals
- Holistic approach of advising clients based on case patterns

Value

- Provides a higher level of service above the base Support & Subscription model
- Allows clients that require a higher priority level of support to receive special case handling and enhanced SLO's
- Provides a holistic approach of advising clients based on case patterns
- Differentiated Support experience for customers based on their needs
- Advanced Support Focal (ASF)
  - Support Case Lifecycle management - Monitoring, managing and assisting in critical Support cases including engaging appropriate escalation processes
  - Support Case reporting and trends, clarity of status of priority cases on a mutually agreed basis to ensure proper case prioritization with business alignment

What's Provided

- Increased Responsiveness - Sev1 Initial Response (24x7) – 30 minutes, Sev2-4 Initial Response – 1 Business Hour when a case is opened from the web, chat or phone
- Higher Support Case Prioritization
- Priority Access to Senior Technical Support Professionals
- Mutually agreed Critical Severity 2's will be worked 24x7 if Customer agrees to work 24x7 as well
- Single Software Support Executive Sponsor for Hyper-care situations

Announcement Letter: https://www.ibm.com/docs/en/announcements/expanded-support-options-select-software-products?region=US
IBM Support Guide: https://www.ibm.com/support/pages/ibm-support-guide#up-ext

IBM Support and Services – Highlights

❑ **White Glove Support and Services**

- **IBM Advanced Support:** enhanced support experience on top of active Base Support - **Reactive Support**

- **IBM Expertise Connect:** a TAM to help optimize software and cloud environments - **Proactive Services**

Service Capabilities	Advanced Support	Expertise Connect
Increase Support Case Responsiveness - Sev1 in 30 Minutes (24/7), Sev2-3 in 1 Hour	X	
Higher Support Case Prioritization	X	
Priority Access to Senior Technical Support Professionals	X	
Technical Account Manager (TAM) - Expert skills, methodology and experience		X
Accelerated Business Value through ongoing hands-on Collaboration		X
Proactive Health Assessments		X
….and more, see weblinks	X	X

For more information: Advanced Support Website or Expertise Connect Website

IBM Software Support

Offerings	Description	Details
Base Support	**Base Support** help and troubleshooting (24x7) • Sev 1: 2 hrs. • Sev 2-4: 2 business hr.	• Product defects / break-fix • Error message analysis • Navigating / understanding documentation • Assistance with problem determination • Advice on obtaining help from other IBM resources for enhancements, services, etc.
Advanced Support	**Advanced Support** prioritized product help and troubleshooting (24x7) • Sev 1: 30 mins • Sev 2-4: 1 business hr.	• Increased Response time • Higher Case prioritization • Executive Sponsor for Hyper Care Situations • Access to Senior Technical Support Professionals • Support Lifecycle Monitoring, managing and assisting in critical Support cases / Escalation
Expertise Connect	**Technical Account Manager** provides day to day technical expertise and advisory	• Triage support / Case Report of Open Support Issues • Account Delivery Plan • Expertise Connect Quarterly Report • Knowledge Sharing / Technical Expertise

Extended Support

Add up to 4 additional years to your support coverage when your distributed software reaches End-of-Support.

https://www.ibm.com/support/pages/new-ibm-extended-support-offering

Overview

- Up to 4 years of support for specific product version or release that has reached its end of support date
  - Year 1 of Extended Support (Initial Extended Support) includes: Support access for usage, existing and new critical bug fixes
  - Years 2-4 of Extended Support (On-Going Extended Support) includes: Support access for usage and existing fixes only, **no new security fixes**

Value

- Allows additional time for a customer to migrate to a newer support version of the same product*
- Standardize across IBM software product life cycle for a consistent experience
- Enhance customer value by providing both existing and new fixes for mission critical workloads for the extended support period

What's Provided

- Support for routine Usage and How-to questions
- Basic Troubleshooting
- Access to documentation, technical notes and other online product material
- Standard SLO's apply (example 24x7 severity 1)
- Unlimited number of technical support incidents
- Existing code patches and fixes
- Critical defect fixes in the first year

Announcement Letter: https://www.ibm.com/docs/en/announcements/expanded-support-options-select-software-products?region=US
IBM Support Guide: https://www.ibm.com/support/pages/ibm-support-guide#up-ext

Sustained Support

Add up to 5 additional years to your support coverage when your distributed software reaches End-of-Support for the last version.

https://www.ibm.com/support/pages/node/7008619

Overview

- Provides up to 5 years of support after End of Support of last version
- Support access for usage, and known defects, no new security patches. IBM strongly recommends that customer is on the latest version.
- Sustained Support applies only to version/release(s) of the Program that were under active support at the time of the Program's withdrawal from market.

Value

- This is an IBM option for customers to be supported and migrate to an IBM platform instead of opting to either run unsupported state, seek out replacement software or use 3rd party software support vendors.
- Keeps customers for life as we deliver usage and known issues support using IBM Software products and assist in migrating to next generation technologies
- First year is eligible for 1 year extended support

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What's Provided

- Support for routine Usage and How-to questions
- Basic Troubleshooting
- Access to documentation, technical notes and other online product material
- Standard SLO's apply (example 24x7 severity 1)
- Unlimited number of technical support incidents
- IBM will also provide existing code patches and fixes

Announcement Letter: https://www.ibm.com/docs/en/announcements/expanded-support-options-select-software-products?region=US
IBM Support Guide: https://www.ibm.com/support/pages/ibm-support-guide#up-ext

Bundled Programs

- In short, An IBM program which forms part of a Principal Program.

- Bundled Programs form part of the Principal Programs in their own right. The deployment of all the Bundled Programs comprises the license requirement for the Principal Program. Each Bundled Program may contribute equally to the number of licenses required for the Principal Program, or there may be a ratio defined in the License Information document which specifies the number of licenses to the Principal Program required for the deployment of each Bundled Program.

- As an example of Bundled Programs, the following programs are some of the Bundled Programs for Cloud Pak for Business Automation 23.0.1
    - IBM FileNet Content Manager
    - IBM Datacap
    - IBM Content Manager
    - IBM Business Automation Workflow
    - IBM Operational Decision Manager

  - *Is Extended or Sustained support required if the Bundled Program reaches EOS?*
    - Yes, a Bundled Programs lifecycle exist independent of the principal program

- *How are Bundled Programs identified?*
  - Bundled Programs are identified within the license agreement for the principal program product
    - https://www.ibm.com/support/customer/csol/terms/

Supporting Programs

- In short, an IBM program which is deployed in support of a Principal Program.

- IBM has a large catalog of products which provide the functionality that clients need to support their business. Some of these products offer functionality which is common to a lot of software use cases. Rather than recreate this functionality for every new IBM offering, IBM will grant you limited access to these existing IBM programs at no additional charge on the condition that these programs are used only in conjunction with (and only to the extent necessary to support) the Principal Program.

- For example, an IBM program used to run an online store might need an application server to serve the web pages and a database to store, process and retrieve information about products, prices and customer accounts. To accomplish these tasks IBM might include Supporting Programs, for instance IBM WebSphere Application Server to take the role of the application server and IBM DB2 Enterprise Server Edition to take the role of the database. Using these existing IBM programs allows IBM's developers to concentrate on adding value to the primary function of the Principal Program. Software Licenses are required for deployment quantities of the Principal Program only, not the Support Program(s).

- As an example of Supporting Programs, the following programs are Supporting Programs for Cloud Pak for Business Automation 23.0.1
  - IBM Db2 Standard Edition
  - IBM WebSphere Application Server Liberty
  - IBM WebSphere Application Server Network Deployment

- *Is Extended or Sustained support required if the Supporting Program reaches EOS?*
  - No, Supporting Programs must be supported for the lifecycle period of the principal program for which that are included
- *How are Supporting Programs identified?*
  - Supporting Programs are identified within the license agreement for the principal program product
    - https://www.ibm.com/support/customer/csol/terms/

Thank you!