IBM Software Subscription and Support

Upgrades and technical support
for your on-premise ibm software

IBM delivers capabilities for virtually every need

IBM

As a service, on-premise or via a cloud solution

Cloud / As a Service / on-premise

Social / Digital Engagement

- Commerce and eCommerce
- Marketing and merchandising
- Procurement
- Talent management
- Cities management
- Asset and facilities management
- Enterprise social and mail
- Digital experience

PaaS & SaaS

Big Data & Analytics	Mobility	Security	Development & Integration
• Cognitive computing • Business analytics • Big data • Data warehousing • Databases • Data refinement, integration, and governance • Enterprise content management	• Mobile development and integration • Mobile experience analytics • Mobile management and security • Unified endpoint management	• Security intelligence and analytics • Advanced fraud protection • Identity and access management • Data security and privacy • Application security • Infrastructure protection	• DevOps • Continuous engineering • Enterprise modernization • Application infrastructure • Intelligent business process management • Connectivity and application integration • Internet of Things

IaaS

IT Infrastructure & Operations

- Storage
- Storage management
- Systems
- Integrated systems
- IT service management

Based on your needs and requirements

Choose on-premise, As a Service or Cloud for unmatched flexibility and security

- On premise: Software is installed, deployed and managed within your IT infrastructure

- As a service: Applications, platforms and infrastructures run on clouds (distant computers) connected to users' computers via the Internet and, usually, a web browser

- Via Hybrid clouds: A marriage of private clouds and on-premise applications (core business processes and systems of record) and sensitive data from within traditional data center environments with public cloud services.

PRIVATE

ON-PREMISES

PUBLIC
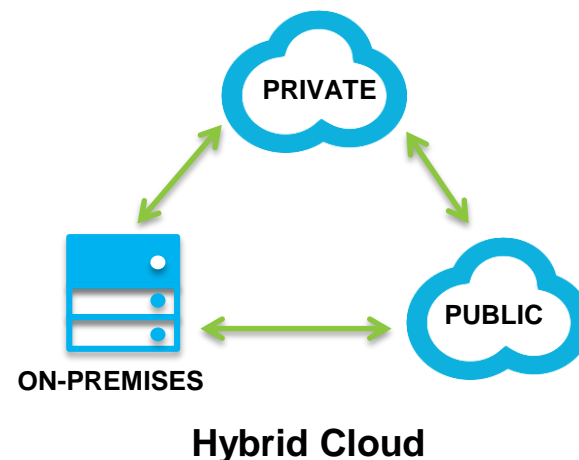
Hybrid Cloud

Choice puts you in control

You can optimize and maximize usage of your on-premise resources – data, apps, infrastructure, systems AND make investments in cloud and services. It's not either /or.

IBM Software Subscription and Support is essential

When you choose on-premise or hybrid cloud delivery

IBM Software Subscription and Support, a comprehensive product upgrade and technical support solution, ensures that IBM software not only solves today's challenges, but that it continues to deliver value for years to come with access to innovation and expertise

IBM Software Subscription benefits delivers innovation in the form of product upgrades—new releases and new versions—at your convenience. It delivers security, fixes, patches and code enhancements in smaller burst as well to minimize disruptions and accelerate value.

IBM Software Support benefits delivers technical expertise with access to a single entry Support portal, knowledge engineers, product and technical support planners and professionals online or by phone—when, where, and how you need.

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One year included with your initial Passport Advantage or Passport Advantage Express software purchase

IBM

Innovation is in our DNA

Each year IBM invests approximately 6% of total revenue in R&D focusing
- on high-growth, high-value opportunities
- near-term and mid-term innovations
- new technologies to help clients address their most difficult challenges.

IBM Research is your innovation engine

For more than sixty years, IBM Research has been the innovation engine of the IBM corporation. From helping the Apollo space missions land on the moon to Watson, IBM Research continues to define the future of technology

- 12 labs. 6 continents

- @3,000 scientists and hundreds of researchers with deep industry expertise
- 46 different U.S. states and 35 countries

22 years of patent leadership

- #1 in patents - the 22nd consecutive year that the company earned more U.S. patents than any other company
  - In 2014 received a record 7,534 patents U.S. patents
  - In 2013, IBM set a new single-year record with 6,809 U.S. patents
- From 1993-2014, IBM inventors received nearly 81,500 patents
- 8,500 IBM inventors in 46 US states and 43 countries worldwide

Use your IBM Software Subscription and Support benefits

to download new versions, releases, code enhancements— when you choose

IBM Software Subscription benefits delivers innovation in the form of product upgrades—new releases and new versions—at your convenience to minimize disruptions and accelerate value. To get full value from your Subscription benefits, please

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    - set your notification & download preferences
    - locate your Primary, Secondary and Site Technical contacts
    - view entitlements and much more
- If you have technical responsibilities
    - check your access to Service Requests and PMRs
    - subscribe to support notifications and security bulletins
    - take advantage of fixes and patches to safeguard your systems and processes
- Download new and enhanced IBM software when it becomes available

While the choice of what to upgrade and when is yours, we recommend that you download a new version or release before your installed version reaches end-of-support

Use your IBM Software Subscription and Support benefits

IBM

to reduce costs, improve performance, increase efficiency, security and ROI

Benchmarks show that clients who upgrade are on average 20% more effective and more efficient than those who do not.

Examples of upgrade benefits reported by IBM clients

500% performance improvement for multi-subscriber message delivery with IBM MQ upgrade

80% up to 80% increase in compression rates reducing overall storage costs with DB2 upgrade

60% as much as 60% cost reduction in email storage with IBM Notes® and Domino® upgrade

20% faster interactive response time with Cognos Business Intelligence upgrade

to empower your technical teams

Start with the IBM Support Portal a single integrated interface @ ibm.com/support

- Search for answers to how-to and code-related questions

- Link to IBM Knowledge Centers and connect with user groups and forums

- Download Redbooks and support documentation

- Access Fix Central

- Submit IBM Service Requests and track and review PMR records

  - Engage with knowledge engineers and dedicated technical specialists by phone

  - 24x7 support for severity 1 issues – if you're working, we're working

- Use IBM Remote Assistance and the IBM Support Assistant to speed troubleshooting.

- Subscribe to support notifications for security alert and routine support updates based on your preferences

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- Stay up to date with MyNotifications. Get security alerts and links to new and updated support information including: APARs, downloads and drivers [releases, refreshes, fix packs, iFixes, updates, SupportPacs, tools, and other support code], flashes, Red Alerts and Technotes [troubleshooting]

For assistance with downloads and installation to deployment and beyond

Build on your S&S benefits with additional support offerings

- [Accelerated Value Program](#) pairs you with an assigned expert who builds foundational understanding of your overall environment. Through that understanding, the trusted expert advisor works to facilitate faster deployments, lifecycle leadership, risk mitigation and more, by identifying ways to improve your environment and staff skill set.

- [IBM Software/Lab Services](#) skilled, knowledgeable consultants to help you successfully implement your solutions, maximize the value of your investment, and address your critical business needs.

- [Enhanced Software Support](#) from Global Technology Services

Renew your IBM Software Subscription and Support

IBM

For continuous access to upgrades, technical support & expertise

A comprehensive product upgrade and technical support solution, IBM Software Subscription and Support provides access to upgrades, incremental enhancements, fixes, security patches, experts and technical support-- helping to ensure that your investment delivers value from day one and for years to come
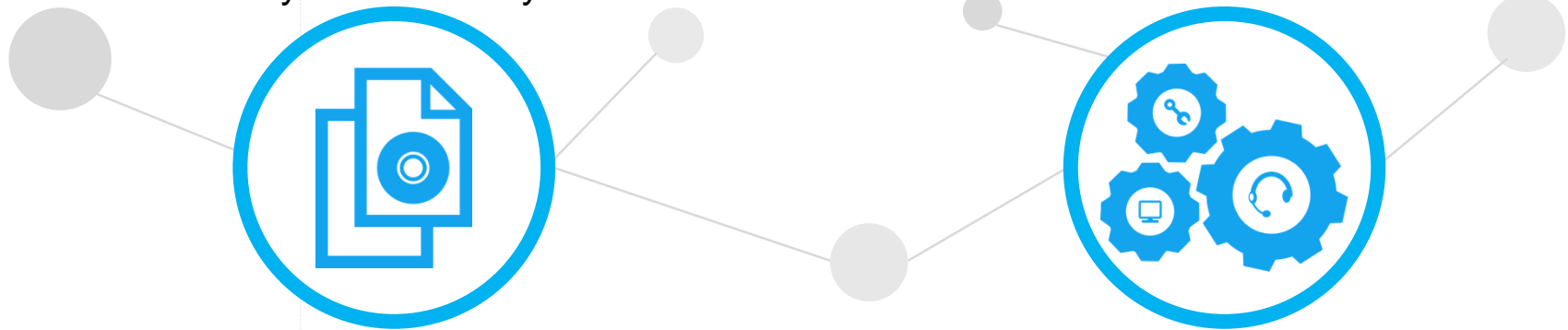
IBM Software Subscription provides entitled access to innovation. Download

- new versions and releases from Passport Advantage Online
- Incremental code and security enhancements
- fixes, patches

At your convenience

IBM Technical Support provides access to online and local support experts. Start with

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- Sign in for a support experience tailored to your unique profile and preferences
- Request access to and use the Service Request (SR) tool (and PMR reporting) for rapid response to severity 1 support issues

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Advocate for renewable IBM Software Subscription and Support IBM

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- **Renew every product, every year—active S&S delivers measurable value**
  - Capitalize on new, innovative functionality –download new versions and releases
  - Submit Service Requests and PMRs for faster time to resolution
  - Locate documents and share information with user communities and IBM knowledge engineers and experts and dedicated support specialists
  - Plan for innovation and protect your investment
  - Lower software acquisition expenses
  - Minimize downtime, outage and other risks resulting from technical and operational issues
  - Increase security, optimize performance
  - Reduce vulnerabilities and risks
  - Decreases burden on your IT staff

- **Don't let your coverage lapse—without active S&S, your costs and risks increase***

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*Cost to reinstate to take advantage for upgrade, fixes, and entitled support is up to three times the annual renewal expense

Learn more: IBM Software Subscription and Support

Key links

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IBM Software Support Handbook
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