# Get more from your IBM° software investments

IBM® Software Subscription and Support

### S&S is investment protection for your IBM software

IBM Software Subscription and Support (S&S) ensures that the IBM software you purchase and deploy delivers more than a static code set.

From day one, S&S provides access to upgrades and technical support. If something new comes along 2 days, 2 months or 2 years after your purchase, it's yours as long as you have active S&S.

And, if, at any time, you need access to technical support, you have it.





#### S&S delivers innovation

Subscription delivers innovation with new and improved features engineered to improve performance and functionality. You can download full versions and releases of your licensed software—at your convenience. Between releases, you have access to a continuous stream of fixes, patches and incremental code enhancements to boost security throughout the year

## S&S delivers security, expertise and unrivaled technical support

Support provides access to a universe of technical documentation, Redbooks, knowledge assets, how-to's, security bulletins, answers to code-related questions, user groups, forums, remote and support assistance to speed troubleshooting from a single address <a href="https://www.ibm.com/support">www.ibm.com/support</a>.

When your technical teams need immediate, interactive support for 'Severity 1' issues, they can submit Service Requests to engage with knowledge engineers and dedicated technical specialists 24x7, every day of the week. If you're working, we're working.



#### S&S delivers more than upgrades and support

S&S provides benefits that don't change in a world that is constantly changing. Whether your business is transitioning from one platform to another, undergoing rapid transformation to new data, digital or cognitive models, S&S delivers dependable upgrade and support protection—year in and year out. S&S provides entitled access to:

- <u>Service Requests</u>—Only available to registered technical personnel with active support entitlements, the IBM Service Request tool is an online tool for reporting and tracking service requests
- <u>Fix Central</u>—A central repository for all updates and fixes for your IBM software

S&S provides a solid foundation for additional support offerings:

- Accelerated Value Program: pairs you with an assigned expert who builds a foundational understanding of your overall environment. Through that understanding, your trusted expert advisor works to facilitate faster deployments, lifecycle leadership, risk mitigation and identify ways to improve your environment and staff skill set.
- <u>Enhanced Software Support</u>: provides integrated, proactive technical support for your high-availability, complex IT environments



#### Get maximum value from S&S

- 1. Request an IBM ID and PW and subscribe to My Notifications to get support emails (or RSS feeds) aligned to your product sets, role and responsibilities.
- 2. Request Passport Advantage Online access and set your download and media access privileges. Don't forget to subscribe to eNotifications to receive emails when new versions or releases of your licensed software become available for download.
- 3. Use your IBM Software Subscription and Support benefits to lower your software acquisition costs, increase software performance and security, reduce downtime and unnecessary technical issues and maximize the return on your software investments.
- 4. Renew S&S for all your licensed software, every year.

## Learn more at

#### ibm.com/software/subscriptionandsupport

Disclaime

This information is provided "as is" without warranty of any kind, express or implied, and is based on current IBM product plans and strategy, which are subject to change by IBM without notice. IBM shall not be responsible for any damages arising out of the use of, or otherwise related to, this document. Nothing contained in this document is intended to, nor shall have the effect of, creating any warranties or representations from IBM (or its suppliers or licensors), or altering the terms and conditions of the applicable license agreement operation the use of IBM software.

Copyright IBM Corporation 2015

Example Law Companies (2016)

BIM, the IBM logo and ibm.com are trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IB trademarks is available on the web at "Convision and trademarks information" at item convisors and convision and trademarks information" at item convisors.

