Origina Maintenance and Support for IBM

Benefits

- Ultra-responsive maintenance and support

- Full support for any release of IBM software without upgrades

- Proactive security fixes and services without forced upgrades

- IBM license advisory services

- Freedom from restrictive vendor practices and policies

Product Maintenance and Support Overview

Origina provides a flexible IBM® maintenance and support solution that enables organizations to receive full support for any version of IBM software regardless of IBM's end-of-support policy. Origina maintenance and support ensures ongoing access to concierge-level IBM expertise, including security and licensing services, allowing businesses to avoid forced upgrades and expensive megavendor support.

Business Challenges

IBM software customers face many challenges when dealing with IBM support and policies, including forced upgrades to maintain full support, slow response times, and a reliance on reactive patch-only security. Crucial contract clauses can even vanish, turning software audits into IBM revenue-generation machines.

Organizations are searching for cost-effective alternatives to their Software Subscription and Support (S&S) agreements to maximize the ROI from their IBM software.

Origina Solution

Origina enables organizations to retain their IBM software licenses indefinitely while receiving full support, including comprehensive defect and vulnerability management.

Companies can strategically manage the technical debt their legacy software products create and sidestep counterproductive IBM policies that keep the software needlessly difficult and expensive. Origina's expert technical advocacy and consultant services help organizations assess their current IBM environments, evaluate financial impacts, and develop tailored roadmaps.

This approach gives IBM customers the time and flexibility they need to make informed decisions concerning their technology roadmaps without the pressure of immediate, costly subscription transitions.

Maintenance Program Comparison

	Origina	IBM
Maintenance and Support Services		
Technical support break/fix	X	X
Upgrade and migration assistance	X	X
Up to 50% savings	X	
Two assigned support engineers for each product	X	
Full support for any version without forced upgrades	X	
Meet the Expert sessions	X	
Integration support	X	
Performance support	X	
Binding ticket response times of 30 minutes or less for critical issues	X	
Target ticket resolution times of 6 hours or less for critical issues	X	
Proactive, security approach tailored to your needs and systems	X	
Layered security not dependent on patches	X	
License pre-audit support and consultation	X	
Value-Add Services		
Proactive health checks	X	
On-site technical support	X	
License entitlement validation	X	
Solution architecture validation	X	
License audit support	X	
Vulnerability shielding	X	
Interoperability validation	X	
Featue enhancements without upgrades	X	

"We knew high support costs for legacy would continue to hinder our digital agenda, so third-party support made good business sense.

We didn't know we'd gain a strategic partner capable of helping us reach our goal of 100% digital core by 2024."

- Liberty Mutual

Read: "**A Practical Guide to Independent Software Maintenance**" and learn more today.

Download now

Support and Maintenance Details

Ultra-responsive software support: Origina offers 24/7/365 global support from independent IBM experts, ensuring rapid response and resolution times. Response times are as fast as 30 minutes or less for critical issues.

800+ supported products: Origina supports over 800 IBM Passport Advantage, HCL, and VMware products, including applications on Z mainframes. Additionally, Origina supports all versions of IBM software, including legacy systems.

Software security: With Origina's multilayered, in-depth proactive approach to vulnerabilities, you will get a high degree of security that can provide greater protection than an OEM single-layered patch approach to vulnerabilities.

Licensing guidance: Maintaining oversight on IBM license usage is crucial to avoiding unexpected audit dangers. Origina can collect information on IBM software usage to better understand contracts and mitigate risk ahead of potential audits.

Meet the Expert workshops: Your Origina maintenance and support includes quarterly Meet the Expert workshops that enable you to tap into the rich technical expertise of Origina's independent software product and licensing experts.

Customer advocacy: Dedicated technical account managers and customer success managers provide escalation management for complex issues and act as liaisons with IBM for third-party integrations and compatibility concerns, ensuring customers have a strong advocate for their IBM-related needs.

Learn more: **www.origina.com**