

Solutions

IBM Power: systems support

Trais provides On-Call Support services for IBM Power Systems and related infrastructure. The On-Call support services provides access to our team of technical resources with guaranteed response times. Support calls are answered by a team of 'always-available' help desk staff and allocated to our IBM certified engineers.

Our Technical support staff are fully certified in the below IBM Power Systems:

- IBM Power Systems Services (Power5 through to Power9)
- IBM SAN Storage Systems
- IBM AIX Operating Systems
- IBM i Operating Systems
- IBM PowerVM, IBM PowerHA

Support Response

Critical

Impact on critical process / No workaround

Initial response time: **1 hour**

Lodge support via phone call

High

Significant impact / Limitations in usability

Initial response time: **2 hours**

Lodge support via phone call

Medium

Medium impact / System fully usable

Initial response time: **4 hours**

Lodge support via phone call or email

Low

Low impact / System running normally

Initial response time: **3 business days**

Lodge support via phone call or email

Service price table

SKU	Service	Price
SVCS-SPPT0300	9x5x4 On-Call Support - IBM Power	From \$360 per system, per month
SVCS-SPPT0301	24x7x2 On-Call Support - IBM Power	From \$1,000 per system, per month
SVCS-SPPT0200	9x5x4 On-Call Support - IBM AIX & IBM PowerVM	From \$360 per LPAR, per month
SVCS-SPPT0201	24x7x2 On-Call Support - IBM AIX & IBM PowerVM	From \$1,000 per LPAR, per month
SVCS-SPPT0100	9x5x4 On-Call Support - IBM i	From \$360 per LPAR, per month
SVCS-SPPT0101	24x7x2 On-Call Support - IBM i	From \$1,000 per LPAR, per month
SVCS-SPPT0400	9x5x4 On-Call Support - IBM Storage	From \$360 per system, per month
SVCS-SPPT0401	24x7x2 On-Call Support - IBM Storage	From \$1,000 per system, per month
SVCS-PRDP0001	Truis - Prepaid Services Hours	\$200.00 per hour
SVCS-PSTM0001	Truis - Time & Material Services	\$210.00 per hour

Note: All prices on this document are in \$AUD, excluding GST

Bundled pricing options are available for IBM Power System environments with multiple LPARs and/or multiple technologies



Truis