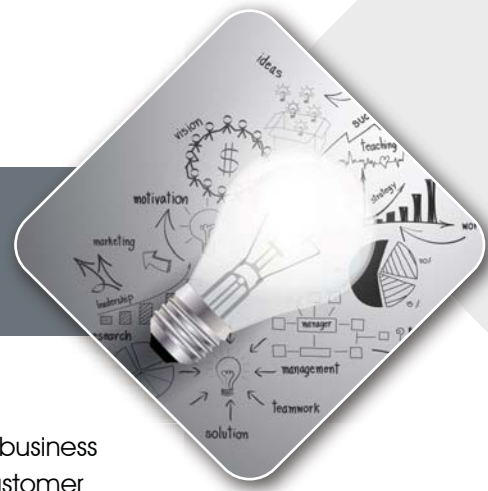# LIGHTHOUSE
COMPUTER SERVICES

IBM Subscription and Support
Maximize the Benefits of your Software Investment

In a real-time digital world, your enterprise software strategy is your business strategy, enabling new services and revenue streams, seamless customer experiences, and expansion into new markets. As a valued Lighthouse customer, our consultants are committed to helping you maintain—and maximize—the financial and IT benefits of your software investment with world-class Subscription and Support (S&S) from IBM.

Highlights

Reduce software acquisition expenses

Budget IT enhancements more accurately

Integrate new functionality

Decrease downtime and negative user experiences

Improve regulatory compliance

Increase business agility for competitive advantag

Acquisition cost

Asset management
Deployment
Downtime
Maintenance
Power
Security
Space

Potentially hidden costs

WHY S&S is important

As a key business asset, it's important to continuously improve the economics of your software investment, but there are also hidden costs and risks.

Monitoring, maintaining, and upgrading enterprise software to enhance the speed, mobility, security, and functionality of your infrastructure requires significant IT resources—time better spent on innovation and high-value initiatives.

That's why Lighthouse recommends that our customers proactively protect their software assets with IBM S&S and prevent an expensive "wake-up call" should things go wrong, including:

➤ Service failure from a loss of 24X7 support

➤ Inability to download latest versions and upgrades

➤ Unplanned downtime and business disruption

➤ Increased costs for software licensing and support

➤ Risk of non-compliance

Why IBM Software Subscription and Support

IBM Software Subscription and Support, available through IBM Passport Advantage® and Passport Advantage Express, delivers:

➤ Product upgrades—new releases and new versions—at your convenience
➤ Phone and online technical support—when, where, and how you choose

IBM Software Subscription and Support enables you to:

➤ Accurately plan and budget for product enhancements
➤ Decrease downtime and improve response times
➤ Improve security and effectively mediate events
➤ Lower covered software acquisition expenses
➤ Ensure 24X7 coverage for Severity 1 Support issues
➤ Access technical support when/where/how you choose (phone, web)

With IBM Software Subscription, you get:

➤ Access to new releases and versions of your licensed IBM software —helping to reduce your software acquisition expenses

➤ The option to receive eNotifications to alert you when new releases, versions, and technical support information become available for your licensed products—you choose when to upgrade and what technical support information is of interest to you

➤ The latest technology from IBM, ensuring that your IT environment is responsive, reliable, and ready for growth and change

With IBM Technical Support, you get:

➤ Responsive, cross-platform software technical support—around the clock and around the world

➤ Online technical support including enhanced self-help and search capabilities—24x7

➤ Voice support for new deployments, migration, and code-related questions

➤ Fast problem resolution by phone for all "Severity 1" situations— 24 hours a day, seven days a week—you decide which issues to classify as "Severity 1" situation

Renew your IBM Software Subscription and Support and reap the benefits for a higher return on investment year after year.

For more information:
Let Lighthouse come in and assess your current Software Support & Subscription environment ensuring compliance and providing you instant ROI!

Contact: info@lighthousecs.com

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