US Software Service and Support

Highlights

- **Comprehensive Support options**

- **End to end solutions**

- **Combination of Hardware and Software Support**

- **Consistent, high-quality, cross-platform technical support**

- **Fast and accurate problem resolution**

- **Supplements your internal staff with IBM® Specialists**

- **Account Management**

- **Proactive assistance**

- **Reports**

- **Status calls**

- **Tailored to your needs**

Support Offering Portfolio

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Advanced Support

MAPS    Account
        Advocate

        Support Line

        ServicePac
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When it comes to remote software support, you expect fast, accurate answers that help keep your IT staff productive. But in your complex, multi-vendor operating environment, it's not always easy to find the level of expertise you need, much less a solution that also gives you flexible options designed to meet your unique requirements.

The IBM portfolio of remote support offerings provides world class usage and defect support for a broad range of Products running on xSeries™ and other OEM hardware, including Microsoft®, Linux, IBM Director®, VMware™, Clustering, Storage Area Networks, Disk and Tape, etc.

Choosing the correct support model for your Microsoft and/or Linux products is as important as choosing the hardware and software itself. Factors to consider include cost of downtime, skills retention, 24x7 coverage, overheads, customer satisfaction, and many others.

Base Technical Support Coverage

For the support offerings described in this document, remote assistance is available through toll-free telephone access and electronic access (where available). For all eligible software and systems, we will help you with:

- Usage and installation questions
- Product compatibility and interoperability questions
- Interpretation of product documentation
- A diagnostic information review to help isolate the cause of a problem
- Configuration samples
- IBM and Multivendor database searches
- Planning information for software fixes
- Defect support (for software products only)

ServicePac for xSeries

IBM Remote Technical Support Services - ServicePac® for xSeries offers end-to-end hardware and software support for your xSeries or IntelliStation® solution. In addition to supporting all the xSeries hardware, coverage includes IBM Director, Microsoft® Windows®, and Linux operating systems. Support can also be added for VMware. IBM technical support experts have high-end skills and knowledge to assist you with how-to usage, installation, configuration and software defects.

Access to the answers you need is available 24 hours a day, 365 days a year for severity 1 problems, and Monday through Friday, 8:00 a.m. to 5:00 p.m. in your local time zone, for all other questions and problems. With unlimited calls and unlimited callers, anyone at your company can call as often as needed and receive quick and efficient responses.

Support Line Block of Incidents

This service is a prepackaged, easy-to-buy Support Line option that lets you buy blocks of 1, 5, 10 or 20 incidents. You will receive electronic or voice access Monday - Friday (not including holidays), from 8:00 a.m. until 5:00 p.m., in your time zone.

Supported Products include IBM xSeries™ servers and IntelliStations, Microsoft Windows®, Microsoft Server Applications, Microsoft Office Applications, Linux (Red Hat, SuSE, Turbolinux)

Support Line

This service will provide you with access to one consistent source for all your remote xSeries hardware and software support needs, as well as prompt answers to operational problems.

Support Line is an Annuity service that provides unlimited calls and unlimited callers at a fixed price. You are provided with the flexibility to choose which "support groups" (select operating systems, software and hardware products) meet your business coverage needs.
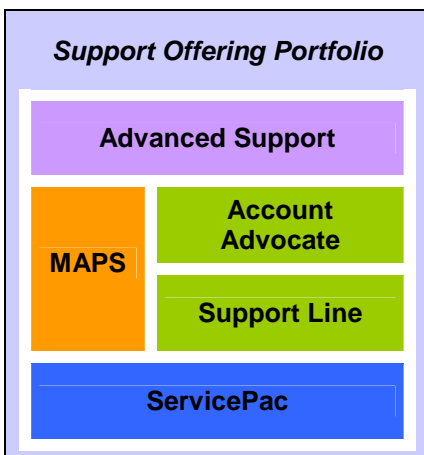
e-business

Basic support includes prime-shift coverage, defined as normal business hours, Monday through Friday, excluding national holidays. If you require support beyond prime-shift hours, IBM offers extended/full-shift coverage for support around the clock.

Support Groups and Supported Products

Windows
- IBM xSeries™ Servers and IntelliStations
- IBM Director
- Clustering
- VMware
- Microsoft Windows®
- Microsoft Server Applications
- Microsoft Office Applications

Linux
- IBM xSeries™ servers and IntelliStations
- Red Hat Linux
- SuSE Linux
- Turbolinux
- VMware

Linux Clusters
- IBM xSeries™ servers and IntelliStations
- Clustering
- Red Hat Linux
- SuSE Linux
- Linux Cluster Utilities
- XCAT

SAN and NAS
- Storage Area Networks components
- Network Attached Storage components

Disk and Tape
- Storage Servers
- Tape Library, Systems and Subsystems

Account Advocate

This service is an option to IBM Operational Support Services - Support Line that provides a single support interface for remote support. With this service, you are assigned your own Account Advocate team that becomes thoroughly familiar with your business and systems environment. This team serves as your single interface for software support problems related to the products covered under your Support Line agreement.

With Account Advocate, you get:

- personalized problem management for your software support problems,
- a single source of support throughout resolution,
- problem escalation assistance,
- cross-platform assistance by working with other IBM departments,
- assistance with problem determination

Microsoft Authorized Premier Support (MAPS)

This service combines the wealth of tools and resources of both IBM and Microsoft to give you top-quality service and support. MAPS is available in blocks of 10, 25, 50 or 100 incidents and coverage is full-shift.

With MAPS, you get:

- an assigned IBM Technical Account Manager (TAM),
- a Microsoft-designated Support Account Manager (SAM),
- escalation management with third-party support coordination,
- extensive access to Microsoft's Premier Online Web site, including solutions to common problems, product news flashes, critical problem alerts and expert roundtables,
- a one-year subscription to Microsoft Technet Plus (Server License) -- monthly CD kits that include patches, drivers and technical documentation

Supported Products

- IBM xSeries™ servers and IntelliStations
- IBM Director
- Clustering
- Microsoft Windows®
- Microsoft Server Applications
- Microsoft Office Applications

Advanced Support

IBM's Advanced Support provides the highest level of remote support available through IBM. You get 24-hours-a-day (24×7) 365 days-a-year coverage. This service is tailored to meet your unique needs for continuous, business critical system operation.

With Advanced Support, you get:
- customized support to help you meet your company's business-critical requirements,
- the proactive support you need to help you achieve the highest possible availability,
- help to manage your mission-critical problems or questions,
- in-depth technical knowledge,
- single point of contact for hardware and software,
- monthly reports and meetings,
- initial on-site visit to meet your team,
- customized Technical Support Plan

Useful Web Sites

ServicePac for xSeries:
ibm.com/services/its/us/remotesupportxseries.html

Block of Incidents:
ibm.com/services/its/us/details_supportlineblocks.html

Support Line:
ibm.com/services/its/us/supportline.html

Account Advocate:
ibm.com/services/its/us/acctadv.html

Microsoft Authorized Premier Support (MAPS):
ibm.com/services/its/us/drmklm10.html

Advanced Support:
ibm.com/services/its/us/mus89d1.html

Enterprise Services for Microsoft Technologies (ESMT):
ibm.com/services/bustran/enterprise.html

xSeries Software Service and Support:
www.pc.ibm.com/qtechinfo/MIGR-43272.html

For more information

To learn more about the services listed above, please contact our sales specialists at:

1-888-426-4343 (option 3)

To learn more about IBM Global Services, visit:
Ibm.com/services

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