

Equipment covered by Onsite Software Support

AIX Operating System installed on Power, IBM System p, IBM eServer, pSeries and IBM RISC/6000 products.

i for Business, OS/400 and i5/OS operating systems installed on Power, System i, IBM eServer, iSeries, and IBM AS/400 products.

What are the pre-requisites for the Onsite Software Support Contract?

To upgrade to Onsite Software Support you need to have a current IBM Software Maintenance and Hardware Maintenance agreement.

Contact your IBM representative to discuss how to upgrade to Onsite Software Support by calling 1800 557 343 in Australia or 0800 733 222 in New Zealand.

IBM – a trusted name in IT support across Australia and New Zealand

For more information

To learn more about IBM Global Services contact your IBM sales representative or visit:

ibm.com/services/au

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Services



**IBM Software
Support Services.**

Onsite Software Support



Are you finding your software environment getting more complex? Are you spending valuable time and precious resources within your own team to try and diagnose problems, and collect logs and traces, when they could be focussed on business critical projects, application recovery and responding to your internal clients?

Highlights

IBM will provide the following Onsite Software Support for Severity One problems, to assist your in house personnel with the following:

- **Diagnosis of software Severity One problems**
- **Interpretation of traces and dumps**
- **Identification of corrective service information and program fixes for known defects**
- **Application assistance with Program Temporary Fixes**
- **A fixed term operating cost, at the beginning of your financial year.**

Targeted Response Times

Remote Target Response Time:

- Service desk to call the client within 2 hours, 24 hours a day 365 days a year.

Onsite Target Response Time:

- Technician to arrive onsite within 4 hours from the time of agreement between IBM Service desk and the client that a technician is to be dispatched for a Severity One software issue.

