

Optimize your IBM @server pSeries server performance with IBM's world-class software support services



IBM Technical Support Services for IBM @server pSeries servers



Highlights

- **Helps extend the availability of your pSeries™ servers with IBM's world-class software and hardware services**
- **Offers tailored software support to help meet your unique organizational needs**

Servers remain at the heart of every business, propelling everything from high-traffic Web sites to your accounting applications. At the center of running an efficient business, increasing productivity and satisfying customers, is ensuring that your @server pSeries server runs at peak performance.

IBM can deliver consistent, high-quality cross-platform technical support to help keep your servers up and running, when and how you need them. From base maintenance services that focus on server hardware to an end-to-end portfolio of software support services,

IBM Technical Support Services offers you the functionality and flexibility you need to optimize your pSeries servers.

Extending the availability of your pSeries servers with IBM's world-class hardware services

There are two levels of hardware support available for iSeries servers: basic and upgrades.

Base Maintenance Service starts after the end of your warranty period. It provides a single point of accountability for both IBM and non-IBM products.

Maintenance Service Upgrade enhances the level of service from the Base Maintenance Service and can include extended service hours, upgraded service delivery method, entitlement to full onsite part replacement of CRU by IBM and/or a higher level of response time target.

Warranty Service Upgrade enhances the level of service from the Base Warranty Service and can include extended service hours, upgraded service

delivery method, entitlement to full onsite part replacement of CRU by IBM and/or a higher level of response time target.

For all eligible software and systems, IBM can 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 (software products only)*

Offering tailored software support to meet your unique organizational needs

Whether you need premium response times, access to expert technical assistance and extended coverage or just the fundamentals, Technical Support offers the support services you need and trust. These include:

Software maintenance provides a single contract for software support and updates. Support is available 24x7 for all Severity 1 problems and can be enhanced to include all severity problems.

Alert provides access to electronic tool that automatically indicate critical software problem, access to program temporary fixes, and reporting for

proactive planning, all of which can help prevent system interruptions and downtime.

Performance management provides electronic reporting to assist you to better manage the performance and capacity of your systems.

Support Line for Linux® provides quick and concise answers to routine operational questions and can supplement your current technical resources to include Linux expertise.

Consult Line is a valuable add-on service to Support Line, Account Advocate or Alert. With this service, technical service specialists provide remote support for integration and product support. You have toll-free telephone access to specialists for your specific platform. Consult Line also provides in-depth analysis and evaluations and may provide recommendations for improvement.

Account Advocate provides a single support interface for all your software problems. A named account manager will serve as your contact in critical problem situations. This service also includes regular monitoring and tracking of your system status and reported software problems and their corresponding resolutions.

Enhanced Technical Support provides you with easy access to the vast array of technical resources and capabilities offered by IBM. You receive accurate, timely support from a knowledgeable and trusted IBM team that is dedicated

to your organization. Their in-depth understanding of your unique environment and needs allows them to provide comprehensive support.

Advanced Support is the highest level of remote support available, providing you with 24x7x365 coverage, including an assigned technical specialist. This service is tailored to meet the need for continuous, business-critical system operations.

For more information

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

ibm.com/services



© Copyright IBM Corporation 2005

IBM Global Services
Route 100
Somers, NY 10589
U.S.A.

Printed in the United States of America
06-05
All Rights Reserved.

IBM, the IBM logo, the On Demand Business logo, @server and pSeries are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both. Linux is a trademark of Linus Torvalds in the United States, other countries, or both.

Other company, product and service names may be trademarks or service marks of others.

References in this publication to IBM products or services do not imply that IBM intends to make them available in all countries in which IBM operates.