

	Base Maintenance Service	Maintenance Service Upgrade	Warranty Service Upgrade (WSU) *
Service Description	Hardware support level, specific for each machine type and feature, starts after the end of the warranty	You can enhance your base maintenance service agreement to include one, some or all of the options below, specific for each machine type and feature	Service level upgrades may be available during the warranty period and include enhancements to the base warranty level of support
Coverage Hours	Standard based on machine type	Extended	Extended
Service Delivery Method	Onsite, remote support or depot service	Upgraded	Upgraded
Customer Replaceable Unit (CRU) Replacement	N/A	Full, onsite replacement	Full, onsite replacement
Target Response Time (target response time, such as next business day or 4-hour response)	Standard based on machine type	Higher level	Higher level

Note: There is no such thing as "extended warranty" for IBM products. The warranty duration and terms for a machine type and model is fixed. Any upgrade to enhance the level of service is a WSU.

Offering flexibility with responsive and varied service levels

IBM Maintenance Services can be selected based on your unique business requirements and the options available for your machine type. And, not every business needs around-the-clock service coverage, while others do. IBM can provide you with several service options to help meet your needs.

Providing flexible multivendor services based on your unique business requirements

With years of experience providing the highest level of services to our clients, IBM has the depth and breadth of capabilities to provide hardware and software support for the multivendor environment. These services are available for both IBM and non-IBM products, including Cisco Systems, Nortel, Hewlett Packard, Sun Microsystems, and more.

Relying on award-winning services from IBM

Our support capabilities provide a simplified and effective process for supporting your multivendor environment. We bring the broad range of experience and depth of skills you need to ensure your business stays focused on growth and opportunity. That's why the industry has recognized IBM for its services leadership, including Cisco Systems' Outstanding Service Performance Award, TSANet "Best of the Best" Multivendor Support Superior Achievement Award, and the Field Service Service Award for Overall Contribution to the Advancement of the Service Industry

For more information:

To learn more about IBM Maintenance Services and IBM Global Services, contact your IBM sales representative or Business Partner or visit:

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