



IBM Maintenance Services

Highlights

- ***Provides prompt and efficient access to IBM services***
- ***Offers flexibility with responsive and varied service levels***
- ***Provides flexible multivendor services based on your unique business requirements***

Today's information technology (IT) environment is comprised of multiple platforms with varying levels of business-critical needs and a level of complexity that can severely impact IT efficiency and staff productivity. Consistent hardware maintenance can help companies anticipate change, decrease outages and system failures, and lower the total cost of ownership. As the scope and complexity of today's enterprise technology continues to evolve, coordination of IT resources can require higher skill levels and deeper understanding of a wide array of technologies.

IBM Maintenance Services offer comprehensive hardware maintenance and warranty services designed to protect your IBM and non-IBM equipment during both in-warranty and post-warranty periods. Whether you want to upgrade your service for in-warranty machines or increase coverage for your post-warranty machines, IBM offers access to knowledge-rich resources, experienced technicians, extensive

parts planning with a time-based parts network, and flexible service level options designed to meet your specific business needs.

Providing prompt and efficient access to IBM services

Our integrated service delivery model allows us to respond to your needs in a timely and efficient manner. We leverage an online facility called IBM Electronic Services to search our knowledge databases, submit requests for service, access technical news and more.

When problems arise, you can also call 1-800-IBM-SERV, the only phone number you need to connect you to the appropriate remote support call center. Skilled, experienced remote technicians can lead you through initial problem determination and resolution. When needed, an onsite specialist can be dispatched to resolve the problem, helping to get your hardware up and running. IBM's global network of knowledge databases help to resolve your IT issues promptly, limiting downtime and losses.

	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 managed 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 managed 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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Somers, NY 10589
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