

# IBM Reactive services

Break/fix services

Onsite and remote support

Guaranteed & increased Service Levels

Incident Management

## Offerings:

### 1. Hardware Maintenance (HWMA)

- a. Warranty Service Upgrade (WSU)
- b. Committed Services

### 2. Harddrive Retention (HDR)

### 3. Software Support Line (SLI)

### 4. Software Maintenance (SWMA)

### 1. Hardware Maintenance (HWMA)

simplifies management, cut costs and boost performance with onsite and remote break/fix services for IBM and MultiVendor hardware products.

- ✓ Highly qualified support for hardware
- ✓ Leverage single-call accountability for IBM and MultiVendor hardware
- ✓ Minimise costly downtime

### 1a. Warranty Service Upgrade (WSU)

increases basis hardware warranty to higher Service Levels.

- ✓ IBM Onsite Repair (IOR)
- ✓ Service Window of 7 days and 24 hours
- ✓ Accelerate recovery of the machine

### 1b. Committed Services

offers a solution when basic Hardware Maintenance or a Warranty Service Upgrade is not enough.

- ✓ Committed fixtime
- ✓ Committed contact time
- ✓ Committed onsite response time



# Maintenance & Technical Support IMT Benelux



### 2. Harddrive Retention (HDR)

helps resolving the issue of protecting sensitive data stored on failed harddrives which needs to be replaced. Maintaining onsite control of these harddrives and thus keeping control over the data.

### 3. Software Support Line (SLI)

is remote support for IBM and MultiVendor software including: z/OS, Storage, Windows; Linux; VMware and Citrix. Support Line provides remote assistance for:

- ✓ Software operational questions
- ✓ Code related defects (for IBM products)
- ✓ Individual problem fixes
- ✓ Product-usage advice
- ✓ Easy access to IBM support for IBM and MultiVendor software incidents
- ✓ Highly qualified support for IBM and MultiVendor software

### 4. Software Maintenance (SWMA)

is license-subscription plus remote support for Power Systems, System i and p, and certain Storage Systems. Bundling of software licenses, product upgrades and technical support.

Besides license-subscription IBM Software Maintenance offers the same deliverables as Software Support Line.

### 5. Enhanced Technical Support Gateway

is designed for small and medium sized businesses and helps to reduce support costs while boosting availability for IBM Power Systems, System i and p.

- ✓ Webportal access for notifications concerning performance, fixes and systems
- ✓ Team of specialist assisting with rapport and notification interpretation

### 6. Enhanced Technical Support (ETS)

provides a remote integrated, proactive approach to support high-availability and complex IT environments.

- ✓ Higher system availability due to a proactive approach
- ✓ Reduced overall costs resulting from avoidance of expensive downtime
- ✓ Increased business resiliency due to rapid response agreements
- ✓ Simplified administrative burden resulting from centralised IBM and MultiVendor support
- ✓ Single point of contact and accountability
- ✓ Monitoring hardware, software and systems
- ✓ Direction and advice based on ongoing reports.

### 6a. Onsite Account Advocate

is an addition to Enhanced Technical Support (ETS) featuring a single source technical support interface for onsite support

### 6b. Technical Assistance Services

is an addition to Enhanced Technical Support (ETS). IBM specialists act onsite for migrations, technical projects, and/or implementations for an agreed number of days to realize activities related to ETS.

# IBM Proactive services

Personalised enhanced support

Approach based on guidance & advise

Integrated Services MultiVendor prod.

Problem Management

## Offerings:

### 5. Enhanced Technical Support Gateway

### 6. Enhanced Technical Support (ETS)

- a. Onsite Account Advocate
- b. Technical Assistance Services

### 7. Global Total Microcode Support (GTMS)

### 8. Proactive System Check (PSC)

### 9. Proactive Log Analysis (PLA)

### 7. Global Total Microcode Support (GTMS)

helps by analysing and updating microcode versions. Hereby offering an integrated microcode maintenance approach across IBM System x, Power Servers, System i and p, and Storage.

### 8. Proactive System Check (PSC)

is an analyse for the Storage environment. Detecting old or dusty fibre channel components, sub-optimal configurations, or incorrect configurations of the components, as well as bad connections.

### 9. Proactive Log Analysis (PLA)

analyses z/OS related 'LOGREC' information. Based on this analyse skilled IBM engineers develop a customized and individual actionplan for critical alerts.

## IBM Managed Services

Change Management

Support entire IT infrastructure

Outtasking support

Managed Technical Support Services (MTSS) <sup>1</sup>

- ✓ Inventory Management
- ✓ Availability Management

<sup>1</sup> Custom made

## IBM Proactive Services

Problem Management

Based on guidance and advise

Personalised enhanced support

Enhanced Technical Support Gateway

Global Total Microcode Support (GTMS)

Enhanced Technical Support (ETS)

Proactive System Check (PSC)

- ✓ Onsite Account Advocate

Proactive Log Analysis (PLA)

- ✓ Technical Assistance Services (TAS)

## IBM Reactive Services

Incident Management

Onsite and remote support

Break/fix services

Hardware Maintenance (HWMA)

Software SupportLine (SLI)

- ✓ Warranty Service Upgrade (WSU)

Software Maintenance (SWMA)

- ✓ Committed Services

Harddrive Retention (HDR)



Making your IT availability our concern, that's what we do best !

