



IBM ServicePac offering - Essentials and Virtualized Essentials

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Overview

The Essentials ServicePac® offering provides three-year, 24x7x4 hour response or 24x7x24 hour committed service hardware warranty upgrade (dependant on country), including three-year Remote Technical Software Support for clients running Microsoft™ Windows™ and Linux™ (Red Hat and SUSE) operating systems. IBM® Systems Director support is also included.

The Virtualized Essentials ServicePac offering provides three-year, 24x7x4 hour response or 24x7x24 hour committed service hardware warranty upgrade (dependant on country), including three-year Remote Technical Software Support for clients running in a Virtualized Environment. VMware, Microsoft Windows , Microsoft Applications, Red Hat Enterprise Linux , SUSE Enterprise Linux , and IBM Systems Director are all supported. Other Virtualization products are also included. For more information on the full list of supported products, refer to the IBM Supported Products list relating to this offering.

These Warranty Upgrade and Support Line combination offerings are offered within a single part number for ease of purchasing with IBM System x® servers.

ServicePac offerings are available through the same IBM Business Partners who sell the related IBM hardware. With this ServicePac offer, you get an upgrade solution and Software Support at the same time you purchase the IBM machine. The number of unique ServicePac offerings are kept to a minimum, and each part number supports a range of machine types. To select the correct ServicePac offering for a particular machine type, a Selection Guide is available with a complete list of machine types for cross-reference. Alternatively, additional ServicePac offerings information and prices can be found at

<https://www-304.ibm.com/sales/gss/download/spst/servicepac/extProductSelectorWWW.do>

ServicePac offerings can be ordered by part number through SAP in the same way other IBM products are ordered. The simple registration process ensures fast and efficient coverage. To be eligible for service, a ServicePac offering must be purchased within 30 days of the purchase of the machine type to which it applies. A ServicePac offering must be registered within 15 days of purchase by completing the ServicePac online registration at

<http://www.ibm.com/servicepac>

Planned availability date

September 4, 2012

Description

Latest update: ServicePac content is revised to add machine types 7382 and 7917.

The following ServicePac part numbers and their associated machine types are included in this announcement:

Three-Year 24x7x4

The following ServicePac part numbers apply to Austria, Greece, Italy, Israel, Luxembourg, Portugal, South Africa, Spain, and Switzerland.

ServicePac part number	ServicePac description	Eligible machine type
91Y5185	3yr Essentials HW&SW Support	2582 2583 4194 4252 4365
91Y5186	3yr Virt-Essentials HW&SW Sup	2582 2583 4194 4252 4365
91Y5187	3yr Essentials HW&SW Support	4251 4253 7160 7328 7906 7995 8028 8038 8853
91Y5188	3yr Virt-Essentials HW&SW Sup	4251 4253 7160 7328 7906 7995 8028 8038 8853
91Y5189	3yr Essentials HW&SW Support	7158 7327 7376 7377 7870 7871 7872 7873 7901 7944 7946 7978 7996 8014
91Y5190	3yr Virt-Essentials HW&SW Sup	7158 7327 7376 7377 7870 7871 7872 7873 7901 7944 7946 7978 7996 8014
91Y5191	3yr Essentials HW&SW Support	7379 7837 7875 9234 7382
91Y5192	3yr Virt-Essentials HW&SW Sup	7379 7837 7875 9234 7382
91Y5193	3yr Essentials HW&SW Support	7383 7902 7914 7945 7947 7979 8737 7917
91Y5194	3yr Virt-Essentials HW&SW Sup	7383 7902 7914 7945 7947 7979 8737 7917
91Y5195	3yr Essentials HW&SW Support	7380 7836 7839
91Y5196	3yr Virt-Essentials HW&SW Sup	7380 7836 7839
91Y5197	3yr Essentials HW&SW Support	7163 7164
91Y5198	3yr Virt-Essentials HW&SW Sup	7163 7164
91Y5199	3yr Essentials HW&SW Support	7147 7148 7915
91Y5200	3yr Virt-Essentials HW&SW Sup	7147 7148 7915
91Y5201	3yr Essentials HW&SW Support	7143 7145 7233 8722
91Y5202	3yr Virt-Essentials HW&SW Sup	7143 7145 7233 8722
91Y5203	3yr Essentials HW&SW Support	8886
91Y5204	3yr Virt-Essentials HW&SW Sup	8886
91Y5205	3yr Essentials HW&SW Support	8677 8852
91Y5206	3yr Virt-Essentials HW&SW Sup	8677 8852
91Y5207	3yr Essentials HW&SW Support	8721 8740 8750
91Y5208	3yr Virt-Essentials HW&SW Sup	8721 8740 8750

Three-Year 24x7x24hr Committed Service

The following ServicePac part numbers apply to Hungary, Poland, Slovenia, and Turkey.

ServicePac part number	ServicePac description	Eligible machine type
91Y6137	3yr Essentials HW&SW Support	4365
91Y6138	3yr Virt-Essentials HW&SW Sup	4365
91Y6139	3yr Essentials HW&SW Support	2583 4194 4252 7978
91Y6140	3yr Virt-Essentials HW&SW Sup	2583 4194 4252 7978
91Y6141	3yr Essentials HW&SW Support	2582 7160 7328 7870 7871 7906 7944 7946 7995 8028 8038 8853

91Y6142	3yr Virt-Essentials HW&SW Sup	2582 7160 7328 7870 7871 7906 7944 7946 7995 8028 8038 8853
91Y6143	3yr Essentials HW&SW Support	4251 4253 7158 7327 7376 7377 7379 7837 7872 7873 7875 7901 7914 7945 7947 7979 7382
91Y6144	3yr Virt-Essentials HW&SW Sup	4251 4253 7158 7327 7376 7377 7379 7837 7872 7873 7875 7901 7914 7945 7947 7979 7382
91Y6145	3yr Essentials HW&SW Support	7383 7836 7902 7915 8737 7917
91Y6146	3yr Virt-Essentials HW&SW Sup	7383 7836 7902 7915 8737 7917
91Y6147	3yr Essentials HW&SW Support	7147 7148 7380 7839
91Y6148	3yr Virt-Essentials HW&SW Sup	7147 7148 7380 7839
91Y6149	3yr Essentials HW&SW Support	7163 7164 7233 8722
91Y6150	3yr Virt-Essentials HW&SW Sup	7163 7164 7233 8722
91Y6151	3yr Essentials HW&SW Support	7143 7145
91Y6152	3yr Virt-Essentials HW&SW Sup	7143 7145
91Y6153	3yr Essentials HW&SW Support	8852
91Y6154	3yr Virt-Essentials HW&SW Sup	8852
91Y6155	3yr Essentials HW&SW Support	8721 8886
91Y6156	3yr Virt-Essentials HW&SW Sup	8721 8886

Three-Year 24x7x4

The following ServicePac part numbers apply to Belgium, Denmark, Finland, France, Netherlands, Norway, Sweden, and United Kingdom.

ServicePac part number	ServicePac description	Eligible machine type
91Y6418	3yr Essentials HW&SW Support	2582 2583 4194 4252 4365
91Y6419	3yr Virt-Essentials HW&SW Sup	2582 2583 4194 4252 4365
91Y6420	3yr Essentials HW&SW Support	4251 4253 7160 7328 7906 7995 8028 8038 8853
91Y6421	3yr Virt-Essentials HW&SW Sup	4251 4253 7160 7328 7906 7995 8028 8038 8853
91Y6422	3yr Essentials HW&SW Support	7158 7327 7376 7377 7870 7871 7872 7873 7901 7944 7946 7978 7996 8014
91Y6423	3yr Virt-Essentials HW&SW Sup	7158 7327 7376 7377 7870 7871 7872 7873 7901 7944 7946 7978 7996 8014
91Y6424	3yr Essentials HW&SW Support	7379 7837 7875 7914 7979 9234 7382
91Y6425	3yr Virt-Essentials HW&SW Sup	7379 7837 7875 7914 7979 9234 7382
91Y6426	3yr Essentials HW&SW Support	7383 7902 7945 7947 8737 7917
91Y6427	3yr Virt-Essentials HW&SW Sup	7383 7902 7945 7947 8737 7917
91Y6428	3yr Essentials HW&SW Support	7380 7836 7839
91Y6429	3yr Virt-Essentials HW&SW Sup	7380 7836 7839
91Y6430	3yr Essentials HW&SW Support	7163 7164
91Y6431	3yr Virt-Essentials HW&SW Sup	7163 7164
91Y6432	3yr Essentials HW&SW Support	7147 7148 7915
91Y6433	3yr Virt-Essentials HW&SW Sup	7147 7148 7915
91Y6434	3yr Essentials HW&SW Support	7143 7145 7233 8722
91Y6435	3yr Virt-Essentials HW&SW Sup	7143 7145 7233 8722
91Y6436	3yr Essentials HW&SW Support	8886
91Y6437	3yr Virt-Essentials HW&SW Sup	8886
91Y6438	3yr Essentials HW&SW Support	8677 8852
91Y6439	3yr Virt-Essentials HW&SW Sup	8677 8852
91Y6440	3yr Essentials HW&SW Support	8721 8740 8750
91Y6441	3yr Virt-Essentials HW&SW Sup	8721 8740 8750

Three-Year 24x7x24hr Committed Service

The following ServicePac part numbers apply to Germany.

ServicePac part number	ServicePac description	Eligible machine type
91Y6442	3yr Essentials HW&SW Support	4365
91Y6443	3yr Virt-Essentials HW&SW Sup	4365
91Y6444	3yr Essentials HW&SW Support	2583 4194 4252 7978
91Y6445	3yr Virt-Essentials HW&SW Sup	2583 4194 4252 7978
91Y6446	3yr Essentials HW&SW Support	2582 7160 7328 7906 7995 8028 8038 8853
91Y6447	3yr Virt-Essentials HW&SW Sup	2582 7160 7328 7906 7995 8028 8038 8853
91Y6448	3yr Essentials HW&SW Support	4251 7870 7871 7872 7873 7901 7944 7946 7996 8014
91Y6449	3yr Virt-Essentials HW&SW Sup	4251 7870 7871 7872 7873 7901 7944 7946 7996 8014
91Y6450	3yr Essentials HW&SW Support	7147 7148 7380 7836 7839 8737
91Y6451	3yr Virt-Essentials HW&SW Sup	7147 7148 7380 7836 7839 8737
91Y6452	3yr Essentials HW&SW Support	7327 7376 7377 7379 7837 7875 7914 7915 7945 7947 7282
91Y6453	3yr Virt-Essentials HW&SW Sup	7327 7376 7377 7379 7837 7875 7914 7915 7945 7947 7382
91Y6454	3yr Essentials HW&SW Support	7158 7383 7902 7979 7917
91Y6455	3yr Virt-Essentials HW&SW Sup	7158 7383 7902 7979 7917
91Y6456	3yr Essentials HW&SW Support	7143 7145 7163 7164 7233 8722
91Y6457	3yr Virt-Essentials HW&SW Sup	7143 7145 7163 7164 7233 8722
91Y6458	3yr Essentials HW&SW Support	8721 8886
91Y6459	3yr Virt-Essentials HW&SW Sup	8721 8886
91Y6460	3yr Essentials HW&SW Support	8677 8740 8750 8852
91Y6461	3yr Virt-Essentials HW&SW Sup	8677 8740 8750 8852

Note: All models are covered in the machine type list above unless stated otherwise.

Warranty service upgrade (WSU)

Warranty service upgrades enhance the level of service from the base warranty service associated with the machine type and model. A warranty service upgrade can include single elements or combinations of:

- Extended hours of coverage
- Upgraded service delivery method (SDM)
- Higher level of response time objective

Support Line

For Essentials part numbers, IBM will provide remote assistance in the form of software support (via telephone from an IBM support center) on all products specified within the WIN LIN OS product group, which can be found at

<http://www-03.ibm.com/services/sl/products/java2.html>

For Virtualized Essentials part numbers, IBM will provide remote assistance in the form of software support (via telephone from an IBM support center) on all products specified within the Windows , Linux , and VMware Support Line product groups, which can be found at

<http://www-03.ibm.com/services/sl/products/java2.html>

In providing this service, IBM will use commercially reasonable efforts to respond by telephone to your service requests within two hours (during prime shift) and provide remote assistance for basic, short-duration installation, usage, configuration questions, and questions regarding IBM Supported Product publications.

For IBM products included within this group, IBM will provide remote assistance for code-related problem questions, diagnostic information review to assist in isolation of a problem cause, and for known defects, make available corrective service information and program fixes which you are entitled to receive under the terms of your IBM license.

For non-IBM products, IBM will assist you with isolating the problem cause and providing you with recovery information, if available, from the vendor. IBM will provide corrective service information and program fixes, if available and IBM is authorized to provide to you for known defects. If a new (unknown) defect is identified, IBM will report it to the appropriate vendor and notify you of IBM's actions. At this point, IBM support shall be fulfilled. Resolution of these problems is the responsibility of the vendor.

This service will be provided during:

- Prime shift for all problems (IBM standard business hours in the local time zone/ country where you receive the service; for example, 9:00 a.m. to 5:00 p.m., Monday through Friday, excluding national holidays).
- Off shift (all hours outside prime shift) for customer-critical problems (a customer-critical problem is a problem for which you have no known temporary solution, resulting in a critical disruption of your business operations).

IBM will provide this service for a period of three years from the receipt of the confirmation mail.

Service Delivery Method

IBM on-site repair (IOR): Repair is performed at the customer's site. If the machine cannot be fixed with the help of IBM remote support, the repair activity is performed by an IBM representative at the customer's site.

The term "screening" refers to the initial problem determination (PD) and problem source identification (PSI) activity on a customer's service request that is performed by technical support personnel. Typically, this is the first technical activity performed after the service request has been entered into the call management system and the customer has been entitled. Call screening results in the creation of the initial action plan to resolve the service request.

ServicePac response time

The target response time for the completion of PD is an average of two hours from the customer's service request being registered in IBM's call management system. The four-hour on-site response time of some ServicePac offerings is defined as the period of time between the end of screening and the service representative arriving at the customer's machine location for repair. The sum of the two elements, two hours PD plus four hours IOR after PD, is the on-site response time target, which is consistent with the service description for same business day (SBD) coverage. The average target on-site response time is six hours, which is equal to a two-hour average target for PD and four-hour average target for IOR after PD. It should be

noted that average targets are set for guidance and that actual times will vary by complexity of service request.

ServicePac response time - Committed Service

Committed service means that IBM will guarantee that the affected machine will be restored to good working order within 24 hours from the time the problem is initially reported to IBM . The restoration of system readiness does not include installation or configuration of system and application software.

These ServicePac offerings do not cover the repair of damage to the machine caused by failure to provide a suitable environment as prescribed by IBM , accident, disaster, misuse, abuse, non-IBM modifications of the machine, attachment of non-IBM features, or by unauthorized service on the machine. IBM does not warrant the loss or corruption of data or programs.

The customer is responsible for the reconstruction of lost or corrupted programs.

Items classified as consumable supplies or accessories are not covered under this service offering.

To be eligible for service, you must follow the registration instructions in the registration e-mail received upon purchase and must successfully register the ServicePac offering.

Hours of coverage

- 24 x 7 coverage - 24 hours per day, Monday through Sunday, 365 days a year.

Limitations with regard to replacements or to parts for service upgrades

Products classified as consumable supplies, such as peripheral devices and accessories such as external displays, are not covered by this service.

Repair parts and replacement machines, which may be furnished on an exchange basis, may not be new, but will be in good working order. All replaced parts and machines become the property of IBM . Some parts of IBM machines are designated as customer replaceable units (CRUs), enabling you to replace these parts. CRU information and replacement instructions are shipped with your IBM machines and are available from IBM at any time on your request. You may be offered to install a CRU yourself or you may request IBM to install it as part of this service. You must return all defective CRUs to IBM in accordance with the return instructions issued with the replacement CRU. Certain machines require machine code or licensed internal code (LIC), such as microcode or system code, to correctly function. For such machines, you are responsible for downloading designated machine code and LIC updates from an IBM Web site or from other electronic media, and following the instructions that IBM provides.

For a full definition of IBM maintenance services, visit

<http://www.ibm.com/services/europe/maintenance/operational-guides.html>

Prices

For pricing information, contact your IBM representative or your IBM Business Partner.

Announcement countries

- Austria
- Belgium
- Denmark
- Finland
- France
- Germany
- Greece
- Hungary
- Israel
- Italy
- Luxembourg
- Netherlands
- Norway
- Poland
- Portugal
- Slovenia
- South Africa
- Spain
- Sweden
- Switzerland
- Turkey
- United Kingdom¹

¹ United Kingdom mainland only

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