



Highlights

- Gives companies time for conducting product lifecycle analyses and equipment refresh plans
 - Delivers cost-effective hardware support with well-established logistics infrastructure for parts
 - Offers highly skilled engineers for technical support
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Technical support from IBM for NetApp end-of-service equipment

Extend the life of your NetApp equipment

As equipment ages, its performance may not be as optimal as it once was, but it can still perform many useful functions. Robust and tailored maintenance technical support from an experienced vendor with extensive resources can optimize the performance.

Once a product reaches end-of-service life (EOSL), the original equipment manufacturer (OEM) agreement expires and the covered product is essentially deemed replaceable by the OEM—without a careful analysis of its actual condition. The benefit for OEMs is profit: they have to sell their latest products.

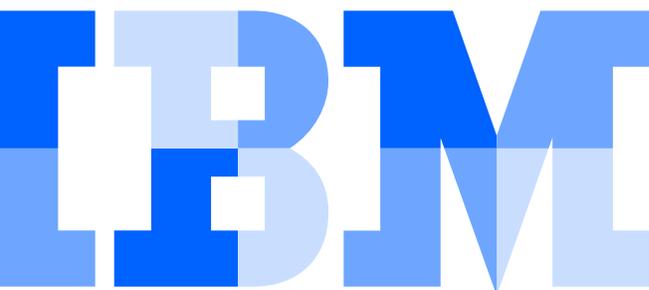
Offers hardware maintenance for NetApp EOS FAS equipment

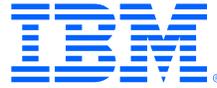
Usually the migration process of replacing or refreshing equipment takes companies 6 - 12 months. While waiting for the migration, IBM® Integrated Multivendor Support (IMS) provides third-party hardware maintenance for your NetApp end-of-support (EOS) machines. With flexible support options available for your NetApp fabric-attached storage (FAS) devices, you can select the correct support level to suit your requirements.

IBM IMS provides support for selected EOS FAS and V models. See Table 1 for supported models. Since they are EOS machines, there are no firmware or license upgrades and no Level 3, no software nor microcode support is provided. Break-and-fix support is delivered with parts replacement.

Delivers efficient support with faster access to parts

IBM support includes parts and labor to repair hardware issues that occur as the result of a component failure. Using a well-established logistics infrastructure, IBM manages a large inventory of non-IBM parts. All parts—new, used and reconditioned—are of OEM quality. IBM works with various supplier and leasing companies around the globe to procure spare parts and verify that they meet IBM's high standards, as well as the specific requirements of each site location and type of device.





Supported EOS FAS and V models

FAS3020	FAS6070	V3020
FAS3040	FAS6080	V3040
FAS3050	FAS2020	V3050
FAS3070	FAS2040	V3070
FAS3140	FAS2050	V3140
FAS3160	FAS250	V3160
FAS3170	FAS270	V3170
FAS6030	FAS920	
FAS6040	FAS940	
	FAS980	

Table 1. Supported EOS FAS and V models

Provides technical support by highly skilled engineers

IBM's knowledgeable engineers bring the expertise you need to remain productive using your EOS equipment. On site support will be provided by local TSS engineers. Based on the geographic specific delivery model, blended Level 1 and Level 2 support will be provided by the Global Storage Delivery team in the Center of Competency, Sofia, Bulgaria. Internal call home capability has also been developed.

Why IBM?

IBM brings a virtually unparalleled technical support infrastructure of people, parts and technologies spanning the globe. It invests in education and training to enable IBM engineers to stay up to date and support NetApp EOS using IBM's established maintenance best practices, developed over 50 years.

For more information

To learn more about integrated multivendor support from IBM for NetApp EOS, contact your IBM representative or IBM Business Partner, or visit ibm.com/services/techsupport.

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