

*Provides a single source for your hardware and software support needs*



## IBM ServicePac for Essential Support for System x and BladeCenter

**IBM ServicePac® for Essential Support for IBM System x® provides a single source for your IBM System x and IBM BladeCenter® hardware and software support needs. By offering this support in a single package, you no longer need to sign separate agreements or select multiple coverage options to provide a complete solution.**

Through this integrated support contract you now have access for your hardware break-fix needs as well as support for your how-to, usage and configuration questions. With IBM Essential ServicePac, IBM skilled technical support specialists remotely diagnose and resolve hardware problems, and offer onsite repair or exchange of defective hardware - if they can't solve the problem remotely. This service is designed to enhance the System x and BladeCenter base product warranty by adding one of two service levels including same day service, 9x5 or 7x24 support with 4 hour response time.

### Access a single-source solution

Unresolved issues and downtime lead to potential for business interruption, and dealing with multiple vendors can become time-consuming and expensive. IBM ServicePac for Essential Support for System x and BladeCenter offers a complete support package and single contract for hardware and software support, helping to ensure higher availability of System x servers. It also can minimize the lost productivity caused by system downtime with fast, convenient exchange and repair services.

### Control Maintenance Expenses

ServicePac for Essential Support is designed to free up internal IT resources so that they can focus on your core business. Moreover, IBM can support your mission-critical operations with round-the-clock maintenance services, helping you to control maintenance expenses by taking advantage of fixed-price services. By helping to ensure peak operation of existing equipment, Essential Support can help you reduce upgrade costs, optimize performance, and increase the productivity of your System x environment.

#### Features

- **Single comprehensive service and price**
- **Microcode updates and enhancements**
- **Software and Hardware usage support**
- **Hardware repair**

#### Benefits

- **Optimizes your System x investments by extending the life of your hardware**
- **Minimizes the lost productivity caused by system downtime with fast, convenient exchange and repair services**
- **Frees up internal IT resources to focus on driving core business**
- **Supports mission-critical operations with round-the-clock maintenance services**
- **Controls maintenance expenses with fixed-price services**
- **Ensures peak operation of existing equipment to reduce upgrade costs, optimize performance, and increase productivity**

### Why IBM?

With IBM Hardware Maintenance ServicePac, your customers enjoy round-the-clock service every day, including IBM holidays. At the same time, you enjoy a packaged, part-numbered service that is easy to buy, sell, and activate.

## For more information:

Please contact your IBM Sales  
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Route 100  
Somers, NY 10589 U.S.A.

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