

IBM remote software and hardware support via U.S. Citizens option



Available for select IBM hardware and software support services

Highlights

- Ensure all local and remote IBM software and hardware support calls are with U.S. citizens based in the continental U.S.
 - Better manage U.S. International Traffic in Arms Regulation (ITAR) and other data security requirements
 - Satisfy clients that want U.S.-based call center support
 - Flexibility to choose the support level that meets your organization's individual support requirements
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Many U.S. government agencies and corporations require software and hardware support from U.S. citizens located within the U.S. Other clients simply prefer the flexibility and convenience of working with a U.S.-based call handling team.

IBM® provides these clients with the ability to easily upgrade their standard Basic or Enhanced remote software or hardware support, to ensure all local and remote IBM service personnel handling their support calls are U.S. citizens located in the continental United States. Remote support via U.S. Citizens can help organizations better manage U.S. International Traffic in Arms Regulation (ITAR) and other data security requirements, while also providing the flexibility to choose the level of support needed to meet an individual client's support needs.



Basic support for eligible products

Clients utilizing Basic IBM services (Warranty/HWMA, SWMA, Support Line) can purchase the optional IBM Secure Support via U.S. Citizens add-on, which will ensure that these services are provided by U.S. citizens physically located in the U.S.

Problems reported by clients with this optional service will be assigned to and handled by a U.S. citizen physically located in the U.S. Hours of coverage for software and hardware Support via U.S. Citizens are 8:00 AM to 8:00 PM Eastern time Monday through Friday. For hardware, U.S. Citizens services, 24-hour support is available for Severity One issues and is handled on a “call-out” basis. For software U.S. Citizens services, 24-hour support is available as part of IBM Enhanced support services.

Enhanced support for eligible products

Clients with IBM Enhanced support can select the U.S. Citizen option under their customizable enhanced service. With this option in effect, all elements of Enhanced support will be provided by U.S. citizens physically located in the U.S. Note that choosing this option will not affect or change any other service elements included with Enhanced support. For example, standard coverage hours, response times, etc. will remain in effect unless otherwise amended in the contract.

Eligible products

Basic Support

- IBM warranty and IBM HWMA for all IBM hardware platforms
- IBM Software Maintenance for AIX® and Software Maintenance for AIX LPPs
- IBM Software Support Services—Support Line for Storage
- System z® defect support

Enhanced Support

- Customizable enhanced support for AIX and IBMi® and Software Maintenance for AIX and IBMi LPPs
- Customizable enhanced support for Storage, Spectrum™ Scale, Spectrum Accelerate, and ESS

Benefits

Satisfy security requirements

With the U.S. Citizen option, IBM clients get the support and privacy needed to help meet security guidelines and requirements and avoid security exposures. This option ensures that any service interaction with IBM is with IBM support personnel that are U.S. citizens physically located within the U.S.

Satisfy clients that want U.S.-based call center support

The U.S. Citizen option is valuable for those IBM clients serving customers that identify U.S.-based call center support as a key selling feature for their service. Not only do they benefit from the breadth and depth of the IBM support infrastructure, but these customers are assured that any service interaction will be with a U.S. citizen.

IBM Basic Support with U.S. Citizen option

IBM Basic hardware and software support is designed to reduce the impact of a problem or to supplement in-house resources with IBM expertise on how manage/maintain IT products supported by IBM. Adding the U.S. Citizen service means clients can take advantage of this level of support while continuing to satisfy key security requirements.

IBM Enhanced Support with U.S. Citizen option

IBM Enhanced Support is the most comprehensive level of support available from IBM. It provides managed proactive support to prevent problems or assist with IT maintenance/operation, enhanced problem resolution to minimize the impact of a problem, and customization to maximize its flexibility to adapt to an individual client's needs. Adding the U.S. Citizen option ensures that the assigned Technical Solutions Manager and the dedicated enhanced support team handling all incoming problem reporting 24 x 7 will be U.S. citizens physically located within the U.S. With the U.S. Citizen option, IBM clients get access to all of the benefits of Enhanced support, which will help maximize IT availability and minimize operational costs while continuing to satisfy key security requirements.

Why IBM

IBM offers a comprehensive range of software and hardware support services designed to meet the needs of your organization. From end-user help desk services to Basic break/fix maintenance, to our comprehensive customizable enhanced Maintenance services, our support offerings are designed to help IBM clients affordably maintain system availability and individual and organizational productivity.

For additional information

To learn more about Basic Support: IBM Secure Support via U.S. Citizens and/or Enhanced Support: U.S. Citizens option, contact your IBM representative or IBM Business Partner, or visit: ibm.com/services



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