

IBM Storage Expert Care delivers a simplified method to select services and support for IBM Spectrum Fusion 9155

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At a glance

IBM^(R) Storage Expert Care is a simplified method to select services and support for storage systems at the time of purchase. Storage Expert Care is designed to simplify and standardize the support approach on IBM Spectrum^(R) Fusion with simple straightforward pricing and selection of services.

When configuring an order for an IBM Spectrum Fusion system, you simply answer two questions regarding service and support:

- The level of service and support desired
- The number of years of support desired

Storage Expert Care Premium is designed to maximize product resiliency and reliability while minimizing the operational costs associated with managing and maintaining increasingly complex and integrated IT environments. Premium services allow faster and more consistent access to IBM specialists so you can expedite issue resolution and optimize IT staff efficiency.

Overview

When it comes to maintaining your systems and devices, you want to procure critical services as easily as possible. Storage Expert Care provides easy access to IT services that can help you avoid longer procurement and contracting processes by enabling the procurement of service support during the product purchase transaction.

IBM Storage Expert Care services for IBM Spectrum Fusion are currently enabled for the first, second, and third years of support. Clients that require additional years for the same services provided by Expert Care can request a quote using the special bid process. Contact your IBM representative.

Storage Expert Care Basic

- Hardware Maintenance (HWMA) support with next-business-day onsite response with enhanced response time to 9x5 next-business-day onsite repair
- Software Support and Services Software Maintenance Agreement (SWMA)

Storage Expert Care Premium

- Warranty Service Upgrade for the first year of Storage Expert Care with 24x7 same day onsite repair

- Hardware Maintenance Support with 24x7 same day onsite repair for additional years of Storage Expert Care
- Software Support and SWMA
- Predictive Support with predictive alerts that are collected and analyzed by IBM representatives and if immediate action needs to be taken in order to avoid or prevent an incident, an action plan will be discussed with client
- Enhanced response time for defect support:
 - Response time is defined as the elapsed time between technical support receipt of the client problem submission and the acknowledgement of the submission
 - Includes 30-minute targeted response time objectives for severity 1 and severity 2 problem reports
- Remote Code Load upgrades are provided by IBM remote support representatives up to twice per year to keep your systems up to date
- Technical Account Manager is a critical product-based support role that will serve as the key client interface for in-scope hardware and software, delivering partnership and consultancy, as well as direct engagement on high priority support cases

For information about IBM Spectrum Fusion 9155, see Hardware Announcement [ZG21-0065](#), dated August 10, 2021.

Planned availability date

- August 17, 2021: IBM Storage Expert Care Premium
 - 5771-ECP, 5772-ECP, 5773-ECP
- September 17, 2021: IBM Spectrum Fusion Storage Expert Care Basic and Premium
 - 9255-B01, 9255-B02, 9255-B03
 - 9255-P01, 9255-P02, 9255-P03

Description

IBM Storage Expert Care Premium

Program number	Feature	Description
5771-ECP	M2AFX4	Expert Care Premium 1 yr
5772-ECP	P0CBC6	Expert Care Premium 2 yr
5773-ECP	S1T0GD	Expert Care Premium 3 yr

IBM Storage Expert Care Basic and Premium

Machine type/model	Warranty ID	Description
9255-B01	WTY0B01	1 year IBM Storage Expert Care Basic
9255-B02	WTY0B02	2 year IBM Storage Expert Care Basic
9255-B03	WTY0B03	3 year IBM Storage Expert Care Basic
9255-P01	WTY0P01	1 year IBM Storage Expert Care Premium
9255-P02	WTY0P02	2 year IBM Storage Expert Care Premium
9255-P03	WTY0P03	3 year IBM Storage Expert Care Premium

Note: Expert Care Premium not available in Vietnam, Thailand, and Indonesia

The following information is applicable only to Turkey:

Machine type/model	Warranty ID	Description
9255-B02	WTY0BT2	2 YR IBM Storage Expert Care Basic (Turkey)
9255-P02	WTY0PT2	2 YR IBM Storage Expert Care Premium (Turkey)

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Accessibility Compliance Reports (previously known as a VPAT) containing details on accessibility compliance to standards, including the Worldwide Consortium Web Content Accessibility Guidelines, European Standard EN 301 349, and US Section 508, can be found on the [IBM Accessibility Conformance Report Request](#) website.

Prices

For pricing information, contact your IBM representative.

Country availability

Multiple offerings with different availability dates are included in this announcement. For details, see the [Planned availability date](#) section.

Country	Planned availability date
Europe	
Aland Islands	September 17, 2021
Austria	September 17, 2021
Belgium	September 17, 2021
Bulgaria	September 17, 2021
Croatia	September 17, 2021
Cyprus	September 17, 2021
Czech Republic	September 17, 2021
Denmark	September 17, 2021
Estonia	September 17, 2021
Finland	September 17, 2021
France	September 17, 2021
Germany	September 17, 2021
Greece	September 17, 2021
Holy See (Vatican City State)	September 17, 2021
Hungary	September 17, 2021
Ireland	November 5, 2021
Israel	September 17, 2021
Italy	September 17, 2021
Latvia	September 17, 2021
Liechtenstein	September 17, 2021
Lithuania	September 17, 2021
Luxembourg	September 17, 2021
Malta	September 17, 2021
Netherlands	September 17, 2021
Norway	September 17, 2021
Poland	September 17, 2021
Portugal	September 17, 2021
Romania	September 17, 2021
Russia	November 5, 2021
Serbia	September 17, 2021
Slovakia	September 17, 2021
Slovenia	September 17, 2021

Country	Planned availability date
Spain	September 17, 2021
Sweden	September 17, 2021
Switzerland	September 17, 2021
Ukraine	September 17, 2021
United Kingdom	September 17, 2021
Middle East and Africa	
Egypt	September 17, 2021
Ghana	September 17, 2021
Kenya	September 17, 2021
Morocco	October 11, 2022
Nigeria	September 17, 2021
Pakistan	October 11, 2022
San Marino	October 11, 2022
Saudi Arabia	October 11, 2022
South Africa	December 17, 2021
Tunisia	October 11, 2022
Turkey	September 17, 2021

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Corrections

(Corrected on September 23, 2022)

The [Country availability](#) section has been updated.

(Corrected on October 8, 2021)

The [Country availability](#) section has been updated.