



Highlights

- Subscription for software upgrades to new versions
 - Entitlement to download fixes from Fix Central
 - IBM new code defect support
 - Access to IBM skills, specialists and Knowledge Base
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IBM Software Maintenance (SWMA)

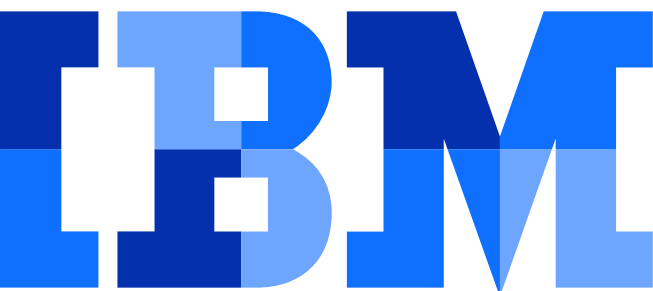
Comprehensive coverage

Exclusively available from IBM, Software Maintenance (SWMA, also known as Subscription and Support/S&S) provides subscriptions, fixes and new code defect support for IBM Power System operating systems (including IBM System i and IBM System p) and associated IBM software products and IBM Storage System software.

Software Maintenance is designed to provide comprehensive coverage for software license acquisition, product upgrades and remotely delivered technical support. Subscriptions give entitlement to product upgrades, fixes and fix packages. Support includes access to new code defect support via IBM Labs and Development teams.

Services available via an IBM SWMA Agreement

| Service | Features |
|---|---|
| License subscription | Download and use new product versions/releases Access via entitlement to IBM Fix Central |
| Access to fixes and fix packages | Download and use IBM released fixes and fix packs Access via entitlement to Fix Central |
| Access to new code defect support | Required when a new fix is the only way to resolve a problem |
| Access to the IBM Knowledge Base | IBM database that includes every hardware and software issue ever logged with IBM |
| Access to IBM skilled specialists, including Labs and Development teams | With our global network, we can provide 24x7 access to world leading technical expertise backed by vast IBM resources |





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Please Recycle

| Service | Features |
|--------------------------------------|---|
| Important notes on access to service | IBM do not offer Time & Materials contracts for this support Calls are strictly entitled and require a signed SWMA Agreement and Purchase Order to be in place Consideration should be given to the time it takes to contract and the After License Charge, if no current contract exists but immediate support is required |

This service is provided during normal business hours using telephone and electronic submission with 24x7 support for Severity 1 mission critical problems. The purchase of at least one year of software maintenance is required at the time of the software product purchase. It can be initially extended, or renewed at the end of the initial term.

Exclusive benefits of an IBM SWMA Agreement

Upgrade code to later releases

Software upgrades to new versions of IBM operating systems, Licensed Program Products or IBM Storage software are exclusively available from IBM via the SWMA offering or via Fix Central.

Access Fix Central to download code and fixes

This takes place via an individual IBM ID login, which is available to IBM clients with software under SWMA contracts.

Reinstate a lapsed maintenance policy

Customers who have let their IBM Software Maintenance lapse simply need to pay a SWMA After License Fee for the policy to be reinstated.

IBM Service Extension for Support

An SWMA Agreement provides access to support and subscriptions. To receive support you are required to be running an in-support version. If you are unable to upgrade your base software or licensed product IBM can still support you, however you will be required to purchase an IBM Service Extension for Support

For more information

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