

IBM Storage Expert Care for IBM TS7700

A simplified, standardized support approach
to optimize availability and reduce costs



Highlights

Extend your warranty
and enhance service
levels with simple pricing

Choose the right support
level and duration for
your business needs

Obtain expert, dedicated
support from an IBM
Storage Technical
Account Manager

Maintaining uptime is critical to your enterprise

Unplanned downtime can significantly impact your business. In addition to the direct loss of revenue, unplanned downtime can lead to the damage of your organization's reputation, customer loyalty and more. Businesses need to be confident that the support model for their IBM® TS7700 storage system facilitates high availability while optimizing system performance. When it comes to system maintenance, it's also important to procure critical services as easily as possible. This presents the need for a simplified and standardized storage maintenance approach that helps reduce downtime and costs while freeing up your IT staff for more strategic business projects.

IBM Storage Expert Care offers you a new way of attaching services and support to IBM storage solutions through service tiers that let you choose the right level of support for your systems. By enabling the procurement of tiers during the product purchase transaction, you get access to IT services that help you avoid long procurement and contracting processes. By providing committed maintenance for your IBM storage products, IBM Storage Expert Care can help you reduce repair costs and revenue loss while increasing customer confidence and shareholder trust.

Extend your warranty and enhance service levels with simple pricing

The base warranty on IBM TS7700 storage systems is limited to one year of 24x7 same-day onsite repair. IBM Storage Expert Care services allow you to define the level of support you need as a fixed percentage of the hardware price for a duration you choose. You also have the option to select additional IBM Technology Lifecycle Services such as IBM Media Retention Services support to complement the services.

Choose the right support level and duration for your business needs

IBM Storage Expert Care for TS7700 is available in two service tiers: Advanced and Premium. After you've chosen from these support offerings tiers at the time of purchase, simply select the duration of coverage desired, from 1 to 5 years



IBM Storage System	Warranty	Advanced	Premium
IBM TS7700	x	x	x
Services			
IBM Hardware Maintenance with enhanced response time: 24x7 same-day onsite repair	x	x	x
Support Line for Storage		x	x
Predictive Support		x	x
Dedicated support from an IBM Storage Technical Account Manager (TAM)			x
Enhanced 30-minute response time for Severity 1 and 2 issues ¹			x
Remote code loads up to twice yearly*	Remote or onsite required add-on	Remote or onsite required add-on	x
Onsite code loads up to twice yearly*			optional upgrade

*Clients must select either Onsite or Remote Code Load at an additional cost

Figure 1. IBM Storage Expert Care services by tier

Obtain expert, dedicated support from an IBM Storage Technical Account Managers

With IBM Storage Expert Care Premium, you gain dedicated support from an IBM Storage Technical Account Manager, a highly-specialized subject matter expert with deep technical expertise on IBM Storage platforms who can provide significant value to your organization. The Technical Account Manager reviews your entire IT environment and is your single point of contact for any issue, focusing on proactive actions to prevent issues from happening and problem resolution. Thanks to these proactive measures, IBM can help you avoid unplanned downtime and maintain high reliability and availability of your systems. Technical Account Managers are different from traditional technical support specialists in that they develop a long-term relationship with you and are your organization's advocate. They directly collaborate with IBM product development and engineering labs to deliver enhanced services to your enterprise and meet your business objectives.

You can count on IBM Technology Lifecycle Services to keep your mission-critical systems running smoothly 24x7

Technical Account Managers follow a six-step plan for client success



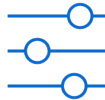
Quick start

Ensures the product is installed successfully by working with you and IBM service representatives during a pre-install delivery assessment to ensure Call Home and remote support functions are enabled along with Storage Insights Pro



Single point of contact

Acts as your key interface and dedicated single point of contact for all issues and a fast path to receiving priority status for all Severity 1 and 2 cases



Code currency

Works with you to develop proactive code roadmap recommendations that best fit your requirements while providing the highest level of availability and reducing risks



Critical issue prevention

Proactively contacts you in an event the IBM lab identifies an issue that may affect your operations to provide relevant information about the risk and what actions to take to protect your systems



Knowledge sharing

Shares best practices from years of experience and deep technical skills related to IBM storage solutions, all custom-tailored to your environment



Ultimate client advocate

Builds a trusted client relationship by providing monthly activity reports, holding quarterly interlocks with you and gaining knowledge of your IT ecosystem

Remote or onsite code loads

Code load provides onsite or remote firmware and/or microcode updates by an IBM technician, one or two times a year. Clients must add either remote or onsite code load at an additional cost using Expert Care feature codes for Warranty and for Advanced. Remote code load is included with the Premium tier. However clients may choose to upgrade for an additional cost to onsite code load through Expert Care feature codes.

Conclusion

IBM Storage Expert Care is a service approach that integrates and prepackages hardware and software support services into a tiered support model. It is designed to standardize support for select IBM TS7700 storage solutions, delivering a straightforward quote for a single system. IBM Storage Expert Care allows you to decide the level and duration of support you need, helping ensure more predictable maintenance costs while reducing deployment and operating risks. With IBM as your single source of support from reporting to resolution, you can dramatically optimize system availability, reduce costs and unburden your staff to focus on other competencies and business priorities.

Why Technology Lifecycle Services?

IBM Technology Lifecycle Services professionals have deep expertise in the technology industry. Our experts support over 19,000 IBM and other original equipment manufacturer hardware and software products. IBM's worldwide reach allows us to deliver a holistic set of hardware and software support services that help identify dependencies across your IT portfolio. IBM's demonstrated history of service, technical support and reliability, combined with access to IBM product development and engineering labs, helps provide efficient advice and problem-solving. You can count on IBM Technology Lifecycle Services to keep your mission-critical systems running smoothly 24x7.

For more information

To learn more about IBM Expert Care, please contact your IBM representative or IBM Business Partner®, or visit ibm.com/services/systems-support.

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1 Severity 3 and 4 cases opened outside of business hours do not qualify for 24x7 response and will be responded to on the next business day.

