

IBM extends IBM ServicePac services to include new IBM Storage products

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Overview

IBM^(R) enables clients to obtain IBM ServicePac^(R) services for additional IBM Storage systems machine type models (MTMs) 8969-F24, 8969-P96, 8969-R96, 5341-993, 5341-994, 5341-996, 5341-998, 5341-E96, 3580-H95, and 3572-S9H.

ServicePac is designed to make services more easily obtainable as features of a product configuration, helping to ensure that you can more readily procure the necessary support services when you purchase the product. Through ServicePac services, you gain support for installing, managing, and repairing Storage products. With faster, more consistent access to IBM specialists, you can expedite issue resolution and optimize IT staff efficiency. ServicePac is suitable for clients of all sizes, from individual consumers to large corporations, and it can offer enhanced convenience and ease of use.

ServicePac services for Storage products can provide:

- Onsite hardware maintenance coverage that is 24 hours a day, every day of the week. IBM can add additional years of hardware maintenance coverage.
- The capability to retain defective media, such as hard drives and flash drives, that are being replaced (dependent on machine).
- Warranty service upgrades, and warranty and maintenance options.

The terms and conditions of the ServicePac services for Storage products can vary depending on specific product, geography, and services offered.

Key requirements

Machine Setup Support Services: The Genie lift tool feature EB3Z and lift plate feature EB4Z are required to install and set up the supported machines. If a client has previously purchased these features, they will be available for use by the IBM Support Services Representative (SSR).

If these features have not been previously purchased, they can be added to the configuration.

Ordering prerequisites:

- Feature B0NQ requires:
 - Feature ALK3, ALKR, ALKS, ALKT, ALKU, ALKV, ALKW, ALKX, ALKY, ALKZ, ALL3, ALLR, ALLS, ALLT, ALLU, ALLV, ALLW, ALLX, ALLY, or ALLZ as a prerequisite for MTM 5341-993, 5341-994, 5341-996, 5341-998, and 5341-E96
- Feature B0PF requires:

- Feature ALK5, ALCG, ALCH, ALCJ, ALCK, ALCL, ALCM, ALCN, ALCP, ALCQ, ALL5, ALDG, ALDH, ALDJ, ALDK, ALDL, ALDM, ALDN, ALDP, or ALDQ as a prerequisite for MTM 5341-993, 5341-994, 5341-996, 5341-998, and 5341-E96

Planned availability date

June 14, 2022

Availability within a country is subject to local legal requirements.

Description

Machine Setup Support Services

Machine Setup Support Services for Storage systems is an optional, independent service that is offered in addition to base hardware and software support services (Basic Maintenance) for eligible products. Machine Setup Support Services includes a IBM service support representative (SSR) to perform the setup or installation of the eligible machine in accordance with IBM-approved installation requirements. This includes:

- Physical racking and basic initialization of designated enclosures
- Connecting host cables and Serial Attached SCSI (SAS) expansion cabling as required, provided that host cabling is planned and provided by the client in advance of the installation with clear instructions

This service covers installation support only. Any hardware problems encountered must be resolved under a service request in accordance with the product's warranty terms.

Feature	MTM	Marketing description
BONQ	6664-U33	5341-993 SP Hard Drive/ Media Retention - Storage 3 years
BONQ	6664-U34	5341-994 SP Hard Drive/ Media Retention - Storage 3 years
BONQ	6664-U35	5341-996 SP Hard Drive/ Media Retention - Storage 3 years
BONQ	6664-U36	5341-998 SP Hard Drive/ Media Retention - Storage 3 years
BONQ	6664-U37	5341-E96 SP Hard Drive/ Media Retention - Storage 3 years
BOPF	6664-V33	5341-993 SP Hard Drive/ Media Retention - Storage 5 years
BOPF	6664-V34	5341-994 SP Hard Drive/ Media Retention - Storage 5 years
BOPF	6664-V35	5341-996 SP Hard Drive/ Media Retention - Storage 5 years
BOPF	6664-V36	5341-998 SP Hard Drive/ Media Retention - Storage 5 years
BOPF	6664-V37	5341-E96 SP Hard Drive/ Media Retention - Storage 5 years

Feature	MTM	Marketing description
BOSK	6668-K40	8969-F24 SP Machine Setup Support for Storage
BOSK	6668-K41	8969-P96 SP Machine Setup Support for Storage
BOSK	6668-K42	8969-R96 SP Machine Setup Support for Storage
BOPC	6661-B39	3580-H9S SP Warranty Service Upgrade 3Y 24x7 Same Day ORT
BONU	6662-F11	3572-S9H SP Warranty and Maintenance 3Y 24x7 Same Day ORT
B0MT	6662-52D	3580-H9S SP Warranty and Maintenance 5Y 24x7 Same Day ORT
B0MT	6662-53D	3572-S9H SP Warranty and Maintenance 5Y 24x7 Same Day ORT

Accessibility by people with disabilities

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 Reports](#) website.

Business Partner information

If you are a Direct Reseller - System Reseller acquiring products from IBM, you may link directly to Business Partner information for this announcement. A PartnerWorld ID and password are required (use IBMid).

[BP Attachment for Announcement Letter 622-011](#)

Prices

For local charges, contact your IBM representative or IBM Business Partner.

Country availability

Country	Planned availability date
IBM Americas - United States	
United States	June 14, 2022

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