

# IBM Storage Expert Care for IBM SAN solutions

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

## 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® SAN (storage area network) solutions facilitate 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 for IBM SAN offers a new way of attaching services and support to IBM SAN solutions through service tiers that let you choose the right level of support for your systems. By enabling the procurement of tiers during the 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 SAN offerings is limited to one year of 9x5 next-business-day coverage for parts only. 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 that you choose. You also have the option to select additional IBM Technology Support Services such as machine setup support to complement the services.

**Choose the right support level and duration for your business needs**

IBM Storage Expert Care for IBM SAN solutions is available in both Basic and Advanced support offering tiers. The two service tiers are available to choose from at the time of purchase. Once you choose the service level, simply select the duration of coverage desired, from 1 to 5 years.

<b>IBM Storage System</b>	<b>Basic</b>	<b>Advanced</b>
IBM SAN 24B-6 & 128B-7	X	X
<b>Services</b>		
IBM Hardware Maintenance: 9x5 next-business-day onsite repair	X	–
Support Line for Storage	X	X
IBM Hardware Maintenance with enhanced response time: 24x7 same-day onsite repair	–	X
Predictive Support	–	X

Figure 1. IBM Storage Expert Care services by tier

## **Conclusion**

IBM Storage Expert Care is a service approach that integrates and repackages hardware and software support services into a tiered support model. It is designed to standardize support for select IBM SAN 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 IBM Technology Support Services?**

IBM Technology Support Services professionals have deep expertise in the technology industry. Our experts support over 19,000 IBM and other original equipment manufacturer hardware and software solutions. 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 Support Services to keep your mission-critical systems running smoothly 24x7.

## **For more information**

Learn about other IBM proactive services that can help accelerate your cloud adoption.

You can also reach out to your IBM representative or IBM Business Partner® for more information or explore the IBM Technology Support Services [website](#).

Additionally, IBM Global Financing provides numerous payment options to help you acquire the technology you need to grow your business. For more information, visit [ibm.com/financing](http://ibm.com/financing).

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