IBM Storage Expert Care for SAN

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 SAN offers an alternative 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 mitigate long procurement and contracting processes.
By providing committed maintenance for your IBM storage products, IBM
Storage Expert Care for SAN 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 for SAN
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 Lifecycle 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 SAN 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.

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IBM Storage System	Basic	Advanced
IBM SAN 24B-6 & 128B-7	√	√
IBM SAN 42B-R7	√	√
Services		
IBM Hardware Maintenance: 9x5 next-business-day onsite repair	√	-
Support Line for Storage	√	√
IBM Hardware Maintenance with enhanced response time: 24x7 same-day onsite repair	-	√
Predictive Support	-	√

Figure 1. IBM Storage Expert Care for SAN services by tier

Conclusion
IBM Storage Expert Care for SAN 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 for SAN allows you to decide the level and duration of support you need, providing more predictable maintenance costs while facilitates reduced 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 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 Lifecycle Services to keep your mission-critical systems running smoothly 24x7.

For more information
To learn more about IBM Expert Care for SAN, please contact your IBM representative or Business Partner®, reach out directly to an IBM TLS expert, or visit ibm.com/services/systems-support.

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