

DIR-SDD-2108 Related Services - Maintenance, Remote Technical Support, Lab Services

Update as of October 2013

Price files maintained by Bill Pazda (pazda@us.ibm.com)

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USING EITHER, TYPE THE PRODUCT NUMBER AND THE SCREEN WILL SCROLL TO THE APPROPRIATE SECTION IN THE DOCUMENT.

Prices contained herein are subject to change and do not contain any State & Local taxes, if applicable for your area. Please consult your IBM representative for current prices or to verify tax implications or exemptions

Description Related Services	Part Number	Customer Discount % off MSRP	Description of MSRP				
<u>IBM Hardware Maintenance</u>							
Large Systems - zSeries		29.50%	Commercial List Price				
Large Systems Storage - SSG		29.50%	Commercial List Price				
Power Series		26.50%	Commercial List Price				
Networking for Juniper Products		26.50%	Commercial List Price				
POS		19.50%	Commercial List Price				
System x		19.50%	Commercial List Price				
DataPower (7993 product family)		19.50%	Commercial List Price				
<u>IBM OS Software Maintenance (SWMA)</u>							
iSeries SWMA (support) per system and per processor including LPPs		9.50%	Commercial List Price				
SWMA for AIX, AIX Standard Edition		19.50%	Commercial List Price				
SWMA for AIX, AIX Enterprise Edition		19.50%	Commercial List Price				
SWMA for AIX Express Edition		19.50%	Commercial List Price				
SWMA for Storage SWMA for Storwize V7000 base, Storewize V7000 file		9.50%	Commercial List Price				
SWMA for Storage XIV		9.50%	Commercial List Price				
LPP SWMA for AIX		29.50%	Commercial List Price				
<u>Other IBM Remote Technical Support (RTS) Services</u>							
Support Line DISK/TAPE & SAN/NAS		24.50%	Commercial List Price				
MCP		24.50%	Commercial List Price				
Linux Support Line (standalone, no subscription)		9.50%	Commercial List Price				
Support Line for Windows/Linux OS, SL for Blade Center		9.50%	Commercial List Price				
Support Line for MS Applications		9.50%	Commercial List Price				
Support Line VMware		9.50%	Commercial List Price				
Support Line for Linux z9		19.50%	Commercial List Price				

Support Line for Linux with Linux Subscription		9.50%	Commercial List Price				
Linux Subscription SUSE		9.50%	Commercial List Price				
Linux Red Hat Subscripton		19.50%	Commercial List Price				
Performance Management for Power Systems		14.50%	Commercial List Price				
PureFlex Systems support Offerings		19.50%	Commercial List Price				
Solution Support for Lanehawk (POS software)		14.50%	Commercial List Price				
Hard Drive Retention Power i Servers		19.50%	Commercial List Price				
Hard Drive Retention Power Servers		19.50%	Commercial List Price				
Hard Drive Retention System z Servers		19.50%	Commercial List Price				
Hard Drive Retention System X servers		19.50%	Commercial List Price				
Hard Drive Retention NAS and SAN Products		19.50%	Commercial List Price				
Account Advocate for Power i Servers		15.50%	Commercial List Price				
Account Advocate for Power Servers		15.50%	Commercial List Price				
Account Advocate for NAS and SAN Products		15.50%	Commercial List Price				
Account Advocate for System X servers		9.50%	Commercial List Price				
Custom Technical Support AIX/i5OS/OS400 Per Server		9.50%	Commercial List Price				
Custom Technical Support for IBM Storage Products (for 1-5 devices)		9.50%	Commercial List Price				
Custom Technical Support for IBM Storage Products (minimum # of devices is 6)		24.50%	Commercial List Price				
Custom Technical Support for System i/p Linux Per Server		9.50%	Commercial List Price				
Custom Technical Support for System x Microsoft		9.50%	Commercial List Price				
Custom Technical Support for System x Linux		9.50%	Commercial List Price				
IBM Implementation Services by Lab Services							
Available for all server and storage products		3%	Commercial List Price				
Lab Services One Day Sys	6911	0%	Commercial List Price				