

IBM Storage Expert Care for SAN

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

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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 all three support offering tiers—Basic, Advanced, and Premium. These service tiers can be selected at the time of purchase. Once you choose the service level, simply select the duration of coverage desired, from 1 to 5 years.



IBM Storage System	Basic	Advanced	Premium
IBM SAN 24B-6 IBM SAN 24B-7 IBM SAN 42B-7 IBM SAN 64B-7 IBM SAN 128B-7 IBM SAN 56B-8 IBM SAN 256B-8 IBM SAN 512B-8	√	√	Only IBM SAN 42B-7 IBM SAN 56B-8 IBM SAN256B-8 IBM SAN512B-8
IBM SAN 48C-7, C38 IBM SAN 24C-7 IBM SAN 96C-7 Cisco Nexus 9200 FX3	√	√	-
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	-	√	√
IBM Storage Technical Account Manager	-	-	√
Enhanced response tim – 30 min for Severity 1 and 2	-	-	√
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?

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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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