



IBM PureSystems Flex System CUSTOMER SUPPORT PLAN

Prepared for: IBM PureSystems Flex System

Contents

This document communicates IBM technical support available to you, the procedures for obtaining support, and information on contacting IBM. You will find information on IBM Web support, hardware and software reporting procedures, and escalation processes (including a chart defining severity levels). You will also find information on how you can enhance your IBM support with additional services to meet all of your information technology needs.

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Overview of IBM PureSystems Flex Components

IBM Flex System



The IBM Flex System provides you with the ability to customize your hardware and software based upon your specific requirements. This “build to order” option customizes your solution for maximum flexibility and allows you to order the computing, storage and networking components, installation services and individual support software offerings you choose. Note: Flex Systems do not come fully integrated from the factory and must be ‘built’ at your location upon arrival. IBM does offer installation services that can be purchased at time of order.

When you contact IBM with questions regarding your Flex System, you will need to know the Machine Type (MT) of the component in question. The list below includes the basic nodes in a Flex System. Your Flex System may have some or all of these components, as there are many configurations available to you.

IBM Flex System Machine Type Chart

Chassis		Compute Nodes		Storage Node		Flex System Mgr		Networking	
Item	MT	Node	MT	Node	MT	Node	MT	Item	MT
Chassis	8721	x220	7906	V7000	2076	FSM	8731	TOR Ethernet	
Rack	9363	x240	8737					Switches	1455
		p24L	1457					SAN Switch	2498
		p260	7895						
		p460	7895						

IBM PureSystems Redbooks

IBM Redbooks are an excellent source for information on IBM PureSystems. They provide positioning and value guidance, installation and implementation experiences, typical solution scenarios, and step-by-step "how-to" guides. They often include sample code and other support materials that are also available as downloads. They are available as hardcopy books, in IBM Redbooks CD-ROM collections, and on the Internet. In addition to the regular Redbooks, IBM publishes Technical Overviews of each component in a PureFlex* system. These "TIPS" documents provide numerous technical details and can be identified by their publication number (TIPS-XXXX-xx.pdf) where XXXX is a unique index number and xx is the version indicator. They can be found at the PureSystems Redbook portal. Visit the [IBM PureFlex Systems Redbooks web site](http://www.redbooks.ibm.com/portals/puresystems) (<http://www.redbooks.ibm.com/portals/puresystems>).

Overview of IBM technical support structure

From the largest IBM customer to the individual IBM consumer, the Web enables e-relationships any time, day or night. Access the [IBM Support Portal](http://support.ibm.com) (<http://support.ibm.com>) to find the support you need. The following chart gives you an overview of IBM's technical support structure for customers:



No charge - 7 x 24 x 365	No charge during warranty period	Fee-based	Fee-based
<p align="center">IBM Web Support</p> <p>http://support.ibm.com</p> <ul style="list-style-type: none"> • Technical documents • Fixes, drivers, updates, tools • Subscriptions and alerts • Service requests • Performance tuning, monitoring • Installation planning, setup 	<p align="center">Hardware Warranty Support</p> <p align="center">1-800-IBM-SERV (1-800-426-7378, Opt 2, 1)</p> <ul style="list-style-type: none"> • Global team • 24 x 7 x 365 days a year* • Problem determination • Problem identification • Access to product engineering for the life of your warranty <p><small>*Product warranties may vary. Check announcement letters for specific product warranty.</small></p>	<p align="center">Software or "How To" Support</p> <p align="center">1-800-IBM-SERV (1-800-426-7378, Opt 2, 2)</p> <ul style="list-style-type: none"> • Global team • 24 x 7 x 365 days a year • How-to, usage, configuration, and installation support • Operating systems and applications • Software defect support • Scalable support offerings 	<p align="center">IBM Global Services</p> <p>http://ibm.com/services/</p> <ul style="list-style-type: none"> • Integrated technology • Product-specific services • Industry-specific services • Business consulting • Strategic outsourcing • Technical training

Your IBM Sales and Support Team



Why IBM

We have the experience and know-how it takes to help you successfully integrate IT with your business operations. In our centers worldwide, we partner with clients to meet their IT infrastructure goals and improve their overall business.

IBM Electronic Support: Your first stop for support

The IBM Support Portal is a unified, customizable view of all technical support tools and information for all IBM systems, software, and services. For more information about the IBM Support Portal and other electronic support offerings, please visit the [IBM Electronic Support page](http://www.ibm.com/electronicssupport) (<http://www.ibm.com/electronicssupport>).

What are the benefits of having an IBM Registration ID?

Your IBM Registration ID is your single point of access to IBM web applications that use IBM Registration. You need just one IBM ID and one password to access any IBM Registration based application. Furthermore, your information is centralized so you can update it in a convenient and secure location. The benefits of having an IBM Registration ID will increase over time as more and more IBM applications migrate to IBM Registration.

My IBM registration

Help and FAQ

Central Sign-On

Sign in

Please enter your IBM ID and Password in the sign in area below. If you are not currently registered with our site please [register now](#).

Tip: To easily return to your destination, bookmark the page after this page. Do not bookmark the sign in page.

IBM ID:

Password:

[Submit](#)

Additional resources

[→ Forgot your IBM ID?](#)

[→ Forgot your password?](#)

[→ Change password](#)

IBM Electronic Support

Easy, Fast, Smart. Your customized support experience.

Overview
Prevent problems
Find info
Download fixes & updates
Troubleshoot
Work with Support
Learn more

What is IBM Electronic Support?

A portfolio of tools and resources to keep your systems, software, and applications running smoothly.

IBM electronic support can help you:

- [Prevent problems](#)
- [Find information](#)
- [Download fixes and updates](#)
- [Troubleshoot problems](#)
- [Work with IBM Support](#)
- [Learn more about your products](#)



Complete, customized support.

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- [Join our community](#)
- [Become a fan on Facebook](#)
- [Watch videos on YouTube](#)

Tweets

Learn more about IBM eSupport

- [Early Bird #IBMInnovate registration ends today!](#)
<http://t.co/tPk8q0z7> Hurry!!!

41 minutes ago
- [We Love Your Feedback!](#) <http://t.co/DaQ0bQic> Help us serve you better by leaving feedback about our technical content!"

54 minutes ago
- [Don't miss Wednesday's IBM Conferences & Events Daily!](#) <http://t.co/QUys1ksK> News via @IBM_NEWS @IBMmag @IBMCloud @developerworks

about 3 hours ago

Blogs

IBM Electronic Support Community

- [IBM Support Portal Advisor Beta - recently released for a limited set of IBM products](#)
- [Video: Finding downloads for System x and BladeCenter products](#)
- [Lotusphere 2012 and Connect 2012 Happening Right Now!](#)
- [Video: How to Subscribe to My Notifications](#)
- [Video: IBM Service Request streamlined problem submission process](#)

[→ More blogs](#)

Featured Video



This video demonstrates how to use IBM Service Request (or SR) to open a problem online with IBM Support. If you are not a registered SR user, first complete the tasks described in the [quick start guide](#).

IBM PureSystems Web Support

IBM Support Portal

(http://support.ibm.com)

The IBM Support Portal delivers comprehensive, up-to-date technical information for your specific support needs. You now have multiple ways to navigate through technical information, categorized so you can go directly to the product support you need. **Be sure to profile each machine type (MT) in your PureSystems™ configuration in order to receive the most current updates from IBM.**

Use the **TASK MENU TABS** across the top of the page to find information related to your current support needs: Downloads, Troubleshooting, Plan & Install, Service Requests and PMRs, and Documentation, which now includes product usage. Each task page has several individual topics to help you locate the information you need.

← Go to quick start

Support home

Support for my selected products

Your customized support experience

To modify the contents of this page, choose your products and a page.

Featured links

- Support registrations
- ▶ System x Integrated Solutions

Notifications

Subscribe: Get personalized updates for product support. [More...](#)

- Sign in to create, manage or view your subscriptions
- Support RSS feeds

Flashes and alerts

Alerts: [Latest security bulletins](#)

- ▶ Enterprise Chassis 8721
- ▶ p260 Compute Node 7895
- ▶ p460 Compute Node 7895
- ▶ x220 Compute Node 7906
- ▶ x240 Compute Node 8737

Warranty lookup

Applicable product categories

Disclaimer

Enter the information found on the back of the system to check your warranty status or look up multiple warranties.

→ Multiple warranty lookup

Type:* (e.g. 2644)

Serial:* (e.g. 11AB111)

Sign in
To access your authorized content and to customize your pages.

Search support and downloads

Within my selected products

Translate this page

Customize this page

Support resources

- Contact support
- Buy Support & Services
- Other IBM pages
- Product and brand links

Site availability

Site news

Support feedback

Key Technical Support Considerations for Smart IT Infrastructure

This Technical Support Services White Paper discusses how your technical support requirements will evolve as new computing models are deployed.

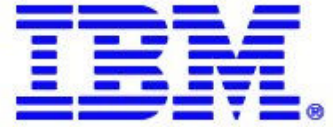
→ Access the white paper

Be sure to subscribe to IBM "MY NOTIFICATIONS" to get proactive email updates and other recommendations that are tailored to YOUR IT environment.

IBM SERV: Your Next Stop....opening a Service Call with IBM SUPPORT

First, make sure you have searched hardware Web support.

Our [IBM Support Portal](http://support.ibm.com) (<http://support.ibm.com>) offers you self-service 24 x 7 x 365, with its powerful, cross-IBM offering knowledge base.



You have options when it comes to requesting service from IBM:

1. Configure automated “call home” tools for your system hardware requests
2. Submit an online request using ESC+ (hardware) or Service Request (SR) (software)
3. Call IBM Support at 1 800 IBM SERV (800 426 7378)

Before contacting IBM support

To help IBM support technicians more quickly determine/resolve your problem, please have the following information handy:

- The 4 digit machine type and serial number of the node for which you are requesting service.
- Firmware and microcode revisions (if appropriate)
- Error messages that you have received
- A definition of the problem: Being able to articulate the problem and symptoms before contacting support will help expedite the problem solving process. Helpful background information might include:
 - Has the problem happened before?
 - What steps led up to the failure?
 - Can the problem be recreated?
- The problem's business impact (severity). To the right are guidelines for choosing the correct severity.
- Ensure someone is available to work with IBM support at the machines physical location.

Placing the call

After you have gathered the appropriate information, you are ready to place a call.

Once confirmed, we will then ask you a few questions to help document the problem you are experiencing then transfer you directly to a technical specialist. (For most System Storage products, a specialist will call you back.)

Severity 1 CRISIS	The system (or a major application or component) goes down, critically impacting a client's ability to do acceptable business. No bypass alternatives are available. Severity 1 requires total commitment of equipment and personnel by the client and vendors to resolve the problem.
Severity 2 MAJOR	A problem that causes a severe operational impact. Bypassing the problem is possible but not feasible. Severity 2 requires that the failing component be made available for repair.
Severity 3 MINOR	Any problem causing restricted function or minor impact on performance. Bypassing the problem is both possible and feasible. Deferred maintenance may be acceptable.
Severity 4 BYPASSED	A circumvented problem. The problem's impact is non-critical and does not affect operation. Deferred maintenance is acceptable.

IMPORTANT: Record your case number then verify it with the IBM support staff, who can dispatch a hardware Customer Service Representative if necessary. IBM may request that you provide log information.

IBM is not responsible for lost data or software and is not required to advise or remind you of appropriate backup, security, or other procedures. Before IBM repairs your IBM Systems™ or System Storage™ device, it is your responsibility to:

- back up all data and software on the system
- remove any removable media
- reload data and software

Customer Replaceable Unit (CRU) parts

Some parts of IBM Machines are designated as Customer Replaceable Units (CRUs). If your problem can be resolved with a CRU (e.g., keyboard, memory, hard disk drive), IBM may offer you a CRU and will ship it to you for you to install. CRU information and replacement instructions are shipped with your Machine and are available from IBM at any time on your request. CRUs are designated as being either Tier 1 or a Tier 2.

Installation of a Tier 1 CRU (no tools and minimal technical expertise) is your responsibility. For more FAQs on installing CRUs, visit the [CRU FAQs Web site](#)

(<http://www.ibm.com/support/entry/portal/docdisplay?brand=5000008&Indocid=MIGR-5074420>).

Many [CRU service part installation and removal training movies](#) are available. (<http://www.ibm.com/support/entry/portal/docdisplay?brand=5000008&Indocid=SERV-MOVIES>).

Unless specified otherwise, **batteries are considered a consumable item and are not warranted.** If warranted, IBM will specify the warranty in the IBM product announcement and service documentation which ships with the machine.

Escalation



The National Duty Manager (NDM) is responsible for delivering maintenance and support to IBM customers 7 x 24 x 365, including service delivery outside of normal business hours. The NDM also works to ensure IBM efficiently and effectively coordinates available resources. You may reach the National Duty Manager at 1-800-IBM-SERV (426-7378).

Machine warranties and license information

[All IBM Servers](#)

http://www.ibm.com/systems/support/machine_warranties/sbp_servers.html

In-Warranty Upgrades / ServicePac[®] Options

IBM provides [base warranty coverage and in-warranty service upgrades](#) (<http://www.ibm.com/services/us/en/it-services/servicepac-for-warranty-and-maintenance-options.html>) for all IBM products. Available for IBM machines purchased in the U.S., in-warranty service upgrades must be purchased during the original product warranty period and **MUST BE REGISTERED TO ACTIVATE**. The service period begins with the equipment purchase date.

Option	Coverage hours	Technician on site
24 x 7 x 2	24 x 7 x 365	Scheduled within 2 hours*
24 x 7 x 4	24 x 7 x 365	Scheduled within 4 hours*
9 x 5 x 4	8am-5pm, Mon-Fri in customer's time zone	Scheduled within 4 hours*

- *After completing problem determination with IBM Remote Technical Support (1-800-IBM-SERV) 2 Hour response only available in certain metropolitan areas. These are response objectives, not guarantees.*
- *WSU 24x7x4 option to be included as the minimum level of service with every IBM PureFlex System Standard and Enterprise configuration.*
- *Microcode Analysis to be included as the minimum level of service with every IBM PureFlex System configuration.*

Post-Warranty Maintenance Agreement (MA) / ServicePacs

For many IBM products you can extend the duration of the service with a maintenance agreement. If your system is outside its warranty period, IBM offers a variety of [post-warranty options](#) (<http://www.ibm.com/services/us/en/it-services/post-warranty-maintenance-agreement-servicepac.html>) with coverage for both parts and labor.

IBM Call Home Tools for IBM PureFlex System

Do your IBM systems contact IBM Support automatically when they need service? They can with IBM Service Advisor and IBM Electronic Service Agent!!

IBM Service Advisor: For IBM PureFlex System, IBM Service Advisor on the Chassis Management Module should be enabled to proactively call IBM in regard to any system problems.

IBM Electronic Service Agent (ESA): If your IBM PureFlex System is under the management of a Flex System Manager (FSM), IBM Systems Director or an IBM Systems Director Management Console (SDMC), you can choose to enable enhanced call home function with IBM Electronic Service Agent. Electronic Service Agent not only pro-actively calls IBM in regard to any system problems, but can also send system inventory to IBM

Immediate and automatic hardware problem reporting

IBM Service Advisor and Electronic Service Agent are monitoring tools that proactively report hardware events as soon as they are detected. A service request is electronically routed directly to the appropriate IBM support engineer, with no intervention needed from you. These time-saving tools are available at **no extra charge** for systems covered under warranty or maintenance.

Accurate fixes

Electronic Service Agent and Service Advisor have Call Home functionality that is fully integrated with IBM's hardware support centers. When the tool reports an error to IBM, it transmits essential technical detail and routes the problem to the appropriate support engineer. In addition, extended error information, such as error logs and system snapshots, is sent to IBM Support with the problem description. Your IBM customer engineer may be contacted automatically with specific replacement parts information.

Customized features

A key feature of the Electronic Service Agent tool is the ability to link your systems to an IBM ID. Associating your unique IBM ID when activating Electronic Service Agent gives you access to valuable capabilities in the [IBM Support Portal](http://support.ibm.com/) (<http://support.ibm.com/>). These include:

- **My Systems** lets you see the firmware, Operating System, and fix levels installed on your systems through one central site – the IBM Support Portal. It enables you to better manage your datacenter, and helps you in deploying relevant fixes and technical updates across your IT infrastructure.
- **My Notifications** can notify you of critical and required fixes, product support updates, and other custom recommendations that are based on your system configuration, collected and submitted by Electronic Service Agent and delivered to you via the Web and/or e-mail.
- **Secure Transmission** of service and inventory data can only be initiated by your system, and your business data is **never** transmitted. Only Information that you would normally upload to IBM support is automatically sent to IBM on your behalf.

IBM call home tools use strong data encryption protocols that are utilized by leading financial institutions worldwide. HTTPS (SSL and TLS), VPN, and the AT&T Global Network Fenced Internet dial service are supported.

For some ESA versions, IBM has published a security white paper describing connectivity methods and transfer protocols. You can access the connectivity whitepapers under the Security tab of the [ESA site](http://www.ibm.com/support/esa) (<http://www.ibm.com/support/esa>).

How to get started

On IBM PureFlex System, IBM Service Advisor is integrated into the Chassis Management Module (CMM).

IBM Electronic Service Agent (ESA) supports multiple IBM PureFlex System configurations:

- For PureFlex Systems managed by a Flex System Manager (FSM), enable ESA as part of FSM setup.
- For PureFlex Systems managed by IBM Director, ESA is integrated into the Service and Support Module.
- For PureFlex Systems managed by a Systems Director Management Console (SDMC), enable ESA as part of SDMC setup.

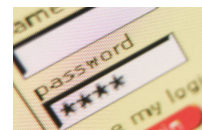
NOTE: When IBM PureFlex System that are not managed by FSM, IBM Systems Director or an SDMC, you can still choose to have ESA monitor individual Flex Compute Nodes in your system by downloading and installing ESA onto the PureFlex Compute Node directly from the [ESA site](http://www.ibm.com/support/esa) (<http://www.ibm.com/support/esa>).



Reports system errors and information



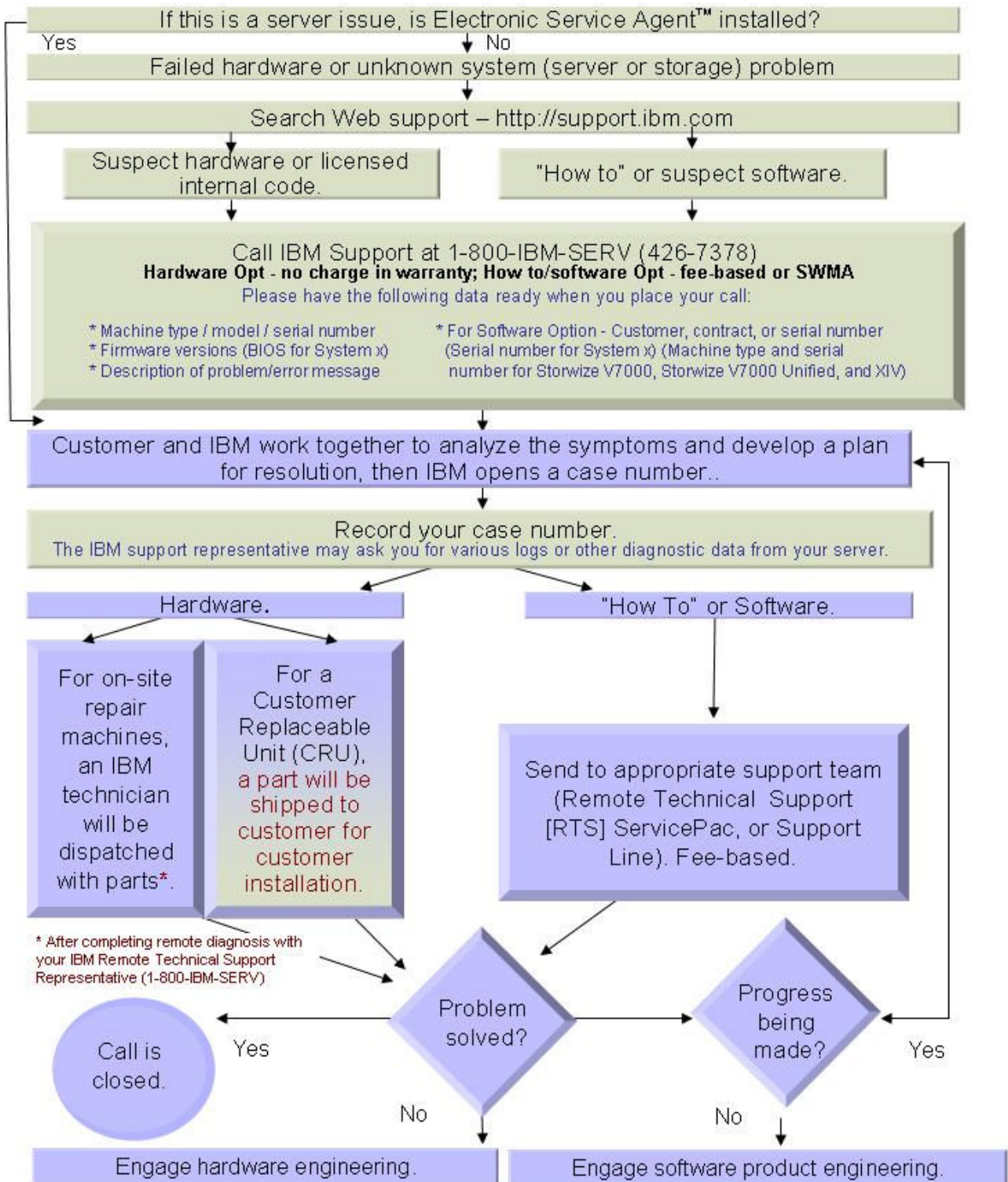
Superior support and service



Optimize your IT environment

Support Flow Chart for IBM Hardware and Software

In the following chart, gray boxes indicate customer actions; blue boxes indicate IBM actions.



If you need escalation, call **1-800-IBM SERV** (with your case number and a case history) and ask for the **National Duty Manager**. For **PureSystems**, you may also ask for the Atlanta Team Lead.

IBM Software Support

IBM Software Support Handbook

An online source for information on IBM's software support is found in the [Software Support Handbook](http://www14.software.ibm.com/webapp/set2/sas/f/handbook/home.html) (<http://www14.software.ibm.com/webapp/set2/sas/f/handbook/home.html>)



IBM Software Maintenance for IBM i

Entitlement to software upgrades and access to IBM's world-class software support is now available under a single offering -- "Software Maintenance (SWMA) for IBM System i™ / iSeries OS/400®, i5/OS™, and Selected Products." This new solution service for the IBM i5/OS and OS/400 operating systems (and their associated select group of products) and takes IBM's software subscription for upgrade entitlement plus access to IBM's world-class technical support organization, and combines them into a single offering for IBM System i systems running OS/400 and i5 systems running i5/OS.

IBM offers assistance with problem source identification and problem resolution. SWMA is included, with its appropriate price with new iSeries and i5 systems configured with OS/400 and i5/OS. All current upgrade entitlement and support contracts will be honored through their expiration. Your IBM representative can provide information about your options for migrating to SWMA.

A great source of information for planning and implementing solutions using System i servers is the [IBM i and System i Information Center](http://publib.boulder.ibm.com/eserver/ibmi.html) (<http://publib.boulder.ibm.com/eserver/ibmi.html>).

Remember, all IBM i related information can always be reached from the main [System i home page](http://www.ibm.com/systems/i/) (<http://www.ibm.com/systems/i/>). Be sure to "start here."

IBM Software Maintenance for AIX Operating Systems

IBM world-class Software Support is available under the Power® Software Maintenance (SWMA) Solution. This Solution for the [AIX® Operating System](http://www-03.ibm.com/systems/power/software/aix/) (<http://www-03.ibm.com/systems/power/software/aix/>) takes IBM's software subscription for upgrade entitlement and IBM's world-class technical support organization, and combines them into a single offering for IBM Power™ systems running AIX.

The SWMA offering provides prime shift coverage during normal country business hours with off-shift coverage for emergency (severity 1) problems. An open authorized caller list will provide access on demand to IBM product specialists. Automatic notification and online updates on demand will provide the latest versions and releases to your eligible software.

In the U.S., a 24x7 all severity option is also available for purchase.

The AIX SWMA and upgrade center is your online ordering tool to purchase software maintenance and support. Whether you are buying new software, upgrading or renewing, this is the fast and foolproof way to shop.

If you would like a trained ibm.com product specialist to assist you with your purchase, call 1-866-426-0472 and we will help you place your order.

IBM Support Line for Linux

For over ten years, IBM has been delivering high-quality, reliable, comprehensive [remote support](http://www.ibm.com/linux/services.html) (<http://www.ibm.com/linux/services.html>) for [Linux](http://www-03.ibm.com/linux/software.html) (<http://www-03.ibm.com/linux/software.html>) environments on both IBM and non-IBM platforms. We have established strategic alliances with both Novell and Red Hat and we are one of the largest commercial contributors to Linux. We offer a full portfolio of flexible Linux remote support services including Support Line for Linux with Linux Subscription which authorizes you access to the distributor's version of Linux and to maintenance packages, updates and upgrades. The service provides unlimited calls for unlimited callers and assistance with:

- Linux usage and installation
- Compatibility and interoperability issues
- Product documentation
- Problem determination and resolution
- Software fix plans
- Support from the IBM change team for software defects, including emergency fixes

IBM PureSystems Software / How-To Technical Support (Fee-Based)

The IBM portfolio of fee-based remote support offerings

(http://www.ibm.com/services/us/index.wss/itservice/its/a1000418?cm_re=masthead-_itservices-_maint) provides usage and defect support for many products running on IBM PureSystems®, IBM PureFlex System and other OEM (original equipment manufacturer) hardware, including Microsoft®, Linux®, IBM Systems Director®, VMware™, clustering, storage area networks, disk, and tape. Via toll-free telephone or electronic access (where available), we will help you with:



Usage and installation questions	Configuration samples
Product compatibility / interoperability questions	IBM and multivendor database searches
Interpretation of product documentation	Planning information for software fixes
A diagnostic information review to help isolate the cause of a problem	Defect support (for software products only) - IBM PureFlex / hardware defect via warranty service

Enhanced Software Support: Account Advocate, Enhanced Technical Support, and Custom Technical Support Options

(<http://www.ibm.com/services/us/en/it-services/enhanced-software-support.html>)

IBM Software Support Services – Custom Technical Support

Custom technical support provides a menu of support service options. Plus, you get your own direct access code (DAC), which you can use to quickly access the services you need, when you need them. Working one on one with your assigned technical solutions manager, you can leverage a highly trained, dedicated team of senior support personnel that is familiar with your IT environment and needs and is backed by a global network of competency centers and laboratories.

IBM Software Support – Enhanced Technical Support

This premium, remote service provides proactive support, enhanced response for severity one calls, and an assigned IBM focal point to help keep your IT environment operating at peak efficiency -- with the convenience of a technical, single point of contact available 24x7, 365 days a year.

IBM Software Support Services - Account Advocate

An assigned priority support team can become thoroughly familiar with your business and systems environment, serving as a single interface for IBM product problems related to eligible servers and for which appropriate IBM support contracts are in place. This team will serve as your focal point in critical problem situations, provide regular monitoring and tracking of your account status and reported operating system problems and review your remote software support activity with you on a quarterly basis. - To be included as a minimum level of service with every IBM PureFlex System Standard and Enterprise configuration.

IBM ServicePac for Remote Technical Support (RTS)

(<http://www.ibm.com/services/us/en/it-services/servicepac-for-remote-technical-support-services.html>)

IBM ServicePac for Maintenance and Warranty Service Upgrades

IBM ServicePac is a family of convenient, pre-packaged, part-numbered services that are easy-to-use, affordable, and available in a variety of configurations designed to meet the needs of businesses of all sizes. Each pre-packaged offering comes complete with a well-defined scope of services, including service hours, response times, and service agreement terms and conditions. Upgrade your IBM Warranty from 9-5 NBD to 7 x 24 x 365 or 9-5 same business day. You can receive round the clock support, including holidays. Depending on your location, a 2 hour response is also available.

ServicePac for Hard Drive Retention Option

(<http://www-01.ibm.com/common/ssi/cgi-bin/ssialias?infotype=an&subtype=ca&htmlfid=897/ENUS611-044&ppname=isource&language=enus>)

IBM Hardware Maintenance Services - ServicePac hard drive retention option for System x, BladeCenter and Storage products lets you retain your defective IBM hard drives when replacement is required during a service repair call. IBM will provide you with a replacement hard drive, and the defective hard drive will be returned to your designated representative for your disposal. This option allows you to safely secure your sensitive data and ensure privacy for your customers.

IBM Software Services: Support Line

(<http://www-935.ibm.com/services/us/en/it-services/software-support-services.html>)

Get telephone or electronic access to our highly-trained technical support specialists, who can serve as your one source for remote software support services.

- High-quality technical support for IBM and select multi-vendor software including the Linux operating system and Linux clusters
- A supplement to your internal staff with IBM's skilled services specialists
- Fast, accurate problem resolution to help keep your IT staff productive
- Options for enhanced coverage and a single interface for remote support
- Software support for non-IBM platforms
- Includes software defect support
- Leverages IBM alliances with Red Hat® and Novell®
- Support for your international environment

IBM Global Technology Services (fee services)

IBM can help you at any stage of your technology adoption process: whether you are just starting to assess expert integrated systems, or ready to migrate and implement an IBM PureFlex System and/or IBM Flex System solution, or need help to manage and support your new environment.

The following list of services is available to help you quickly assess and realize the benefits of IBM PureSystems. These services can be delivered in a modular approach giving you flexibility to buy what you need when you need it, to help reduce risk and complexity.

IBM Implementation Services for System x – enablement for PureFlex System

- Enablement for PureFlex System from IBM can help you plan, implement, configure and test PureFlex System solutions. This service also provides skills transfer for monitoring tools and assets to improve the efficiency of on-going operations. These services include:
 - Green light check of manufacturing load and hardware
 - V7000 array and storage pool configuration; Brocade provider install and configuration

IBM Implementation Services for System x – virtualization enablement for PureFlex System

- Virtualization enablement for PureFlex System can assist clients plan, implement, configure and test to enable virtualization on Flex System infrastructure along with skills transfer offered by IBM experts. This includes the provisioning of virtual servers, configuring vCenter (x86 only), populating virtual appliances and deploying virtual workloads. This service also offers skills transfer for VMControl / vCenter Image Management by IBM experts.

IBM SmartCloud Entry enablement for PureFlex System

- SmartCloud Entry enablement for PureFlex System can help you plan, implement, configure and test a cloud environment leveraging expert integrated systems from IBM, which includes POWER7 and Intel processor-based compute nodes, storage, software, network, and management appliance. In addition to offering skills transfer by skilled IBM experts, these services will provide you with:
 - A self-service portal for workload provisioning that creates/replicates assets, manages deployments and monitors activity
 - Deployment of virtualized image management with a library for standardized images
 - Administrative controls for secure operation of a persistent cloud; and
 - Configuration of metering tools to automated collection of resource usage metrics,

IBM IT Transformation Strategy & Design Services – Infrastructure Strategy & Planning

- Our highly skilled consultants can help you identify the best way to combine expert integrated systems technology and architecture to optimize your infrastructure and accelerate your return on investment.

IBM Workload Transformation Analysis for Cloud

- IBM Workload Transformation Analysis for Cloud can help you decide which workload to migrate to IBM PureSystems by conducting granular and quantitative analysis of workloads using standardized tools from IBM Research. The resulting output lists the workloads, their current cost in a non-cloud environment, and, if a fit for your target cloud environment with PureSystems, and the cost per year within that target cloud and the difficulty of migration.

IBM Networking Strategy and Optimization Services

- IBM Networking Strategy and Optimization Services can help you better understand your networks, address specific networking changes or issues, help increase overall network performance, the effectiveness of how your applications use the network and help you manage your networking costs. The services provide network infrastructure assessments, diagnostic assessments, application performance assessments, network performance analysis and capacity planning. IBM also helps you assesses network's readiness to support cloud and delivers a road map that can balance network functionality and cost. The services can be performed separately or together in such a way as to address your needs. IBM provides skilled professionals, employing leading edge tools and methodologies to deliver tailored recommendations based on the analysis of your network data and networking environment.

IBM Network Integration Services

- IBM Network Integration Services helps you understand, plan for and address expanding and dynamic networking demands with flexible, robust and resilient networks. IBM can design, deliver and manage complete wide area, local area and data center network solutions that:
 - provides a design that balances technology capabilities with business needs
 - takes an end-to-end systems approach for higher availability and performance
 - leverages proven processes to provide faster time to solution
 - reduces the risks associated network infrastructure upgrades

IBM IT Facilities Assessment, Design and Construction Services

- IBM IT Facilities Assessment, Design and Construction Services helps you prepare your data center for future and often unpredictable growth – including how to support the twenty times increase in power density from new IT equipment in the past decade. The IBM team provides the careful planning and execution that are critical to reducing the risks, capital and operating costs and complexity typically associated with building or updating a data center. This allows you to maximize availability and performance of your PureFlex System infrastructure by:
 - Optimizing cooling efficiencies and reduces related power consumption from new IT servers in your data center
 - Increasing system uptime by potentially reducing server outages caused by high heat conditions
 - Offering guidance in managing the growth and expense challenges associated with high density technology

IBM Cloud-based Recovery Services for PureSystems – IBM SmartCloud Virtualized Server Recovery Feature Code

- IBM SmartCloud Virtualized Server Recovery (VSR) utilizes the latest in virtualization technologies to help you quickly and affordably recover its IT infrastructure during times of disruption. This offering will help you reduce server recovery time and improve recovery reliability by leveraging automation and cloud technologies. It minimizes the risk of failure to recover on unlike hardware, and provides a disaster recovery solution for virtualized server environments. This service will also provide remote server access tools to help reduce the costs and inconvenience of travel to a remote recovery site.

IBM Cloud-based Backup and Recovery Services for PureSystems – IBM SmartCloud Managed Backup

- IBM SmartCloud Managed Backup offers a comprehensive range of on-site, off-site and hybrid information protection solutions for clients like you who want to achieve information resiliency and operational recovery across enterprise data assets. IBM offers a managed, scalable and public or private cloud-based service that can help you protect its mission-critical data. We enable you to choose and implement a plan based on your priorities for backup, retention and retrieval, so you can gain security-rich, virtually anywhere, anytime access to information in the extended enterprise. Our solution can offer you greater reliability with backup success rates of up to 99.8%, reduced total cost of ownership for data protection and simplified management of regulatory requirements and mandates.

IBM SmartCloud Application Services (Platform as a Service)

- IBM SmartCloud Application Services is a rich Platform as a Service (PaaS) environment that supports rapid development, deployment and ongoing administration of cloud-delivered applications and services. The service products include:
 - **SmartCloud Application Workload Service** – create, deploy and manage virtual application patterns, virtual database patterns, and virtual systems. This includes the Web Application Pattern, Transactional Database Pattern, and the Datamart Pattern.
 - **SmartCloud Application Collaborative Lifecycle Management Service** – tools for developing and testing applications and integrating into cloud deployments.
- Shared IBM Workload Deployer technology between PureSystems and IBM SmartCloud Application Services will allow you the unique ability for workload pattern portability across public, private or hybrid cloud implementations. You can leverage cloud with certainty, as IBM SmartCloud Application Services has built-in flexible options to configure the cloud your way for competitive advantage. You can get started quickly and accelerate adoption to drive business value momentum, and support core business-critical applications across the entire application lifecycle with enterprise-strength capabilities.
- IBM SmartCloud Application Collaborative Lifecycle Management Service can be used with Rational Application Developer (RAD) and SmartCloud Application Workload Service to seamlessly develop, test, and deploy applications. RAD integrates with the Collaborative Lifecycle Management Service for source code management and collaborative team development. It also integrates into the Workload Service and the IBM PureApplication System for application workload deployment.
- IBM SmartCloud Application Services (SCAS) runs on SmartCloud Enterprise. The SCAS and PureApplication System enable the creation of workload patterns that support the easy deployment and management of solutions in a cloud environment. Those patterns are portable between SmartCloud Application Services and PureSystems. This means that workload patterns defined for PureSystems can be deployed on SmartCloud Enterprise today or workloads defined and tested on SmartCloud Application Services can be deployed on PureSystems.

Summary

IBM services can help you with a strategic approach to leveraging IBM PureSystems and IBM PureFlex System technology with faster return on investment (ROI), minimum downtime and lower risk.

Training - U.S. > Systems Training >

IBM PureSystems Training

Skills needed to change the way you run your business

For more information on IBM PureSystems Training visit the [PureSystems training Web site](http://www-304.ibm.com/jct03001c/services/learning/ites.wss/us/en?pageType=page&c=X924179V09435M62) (<http://www-304.ibm.com/jct03001c/services/learning/ites.wss/us/en?pageType=page&c=X924179V09435M62>).

A new era of computing is here and a new family of expert integrated systems. A combination of hardware and software systems designed specifically for the types of workloads most frequently deployed to help you operate and optimize your business — designed to get you up and running in as little as four hours, cutting months off deployment times of new application projects.

IBM Training has courses and events to guide you through the new systems and functionality available.

** Most courses open for enrollment June 30.*



Other IBM learning resources



Explore the 2012 IBM Training events

Get smarter... refresh your skills, network with peers, meet the experts.



Discover developerWorks knowledge paths

Focused learning guides that bring together diverse training resources for IT professionals.

IBM technical publications

- IBM Redbooks
- IBM Publications Center
- IBM Education Assistant

IBM Press Book offers

- 40% off IBM Press Books
- IBM Press – free eSampler



For more information, access the [IBM System x and IBM Technical Conference Web site](http://www-304.ibm.com/jct03001c/services/learning/ites.wss?pageType=page&c=C207577H65797M69) (<http://www-304.ibm.com/jct03001c/services/learning/ites.wss?pageType=page&c=C207577H65797M69>).

2013 Date and Location To Be Announced

IBM Support Web Sites



General Support

Corporate Home Page	http://ibm.com/
Global Financing	http://www.ibm.com/financing/
Products and Services/Shop IBM	http://www.ibm.com/products/us
Redbooks	http://www.redbooks.ibm.com
Techdocs, the Technical Sales Library	http://www.ibm.com/support/techdocs/atmsastr.nsf/Web/TechDocs
Technical Support Directory (Global)	http://www.ibm.com/planetwide
Technical Support Directory (Canada)	http://www.ibm.com/planetwide/ca/
Technical Support Directory (U.S.)	http://www.ibm.com/planetwide/us/
Technical Support / Downloads Home	http://www.ibm.com/supportportal

Administrative Support - Orders, Inventory, Accounting...more

Customer Support Operations Home Page	http://www.ibm.com/jct03004c/support/operations/us/en/
Inventory Online	https://www.ibm.com/support/operations/inventory/
Invoices Online	https://secure2.iolportal.com/ibmiolus/
Canada:	https://secure2.iolportal.com/ibmiolcanada/
Can. French:	https://secure2.iolportal.com/IBMIOLCanada/EBPP/Company/IBMCANADA/index.cfm?fuseaction=loginform&company=IBMCANADA&language=fr-ca
Order Status Online	https://www.ibm.com/account/orderstatus/us/
Canada:	https://www.ibm.com/account/orderstatus/ca/en
Canada French:	https://www.ibm.com/account/orderstatus/ca/fr
ServicePac Options: Warranty/Maintenance	http://www-935.ibm.com/services/us/en/it-services/servicepac-for-warranty-and-maintenance-options.html

Electronic Support

IBM Electronic Support	http://www.ibm.com/electronicssupport
IBM Support Portal	http://support.ibm.com
Fix Central	http://www.ibm.com/support/fixcentral

Services (IBM Global Services)

IBM Global Services Home	http://www.ibm.com/services/
Services A to Z	http://www.ibm.com/services/us/index.wss/allservices
ITS Technical Training	http://www.ibm.com/training

System Storage and TotalStorage

Disk Systems Home Page	http://www.ibm.com/systems/storage/disk/
DFSMS Family of Products	http://www.ibm.com/systems/storage/software/sms/index.html
Storage and Data Services	http://www-935.ibm.com/services/us/en/it-services/storage-and-data-services.html
IBM System Storage N series	http://www.ibm.com/storage/support/nseries/
Storage Area Network (SAN)	http://www.ibm.com/systems/storage/san/index.html
Storage Software	http://www.ibm.com/systems/storage/software/index.html
Tape Systems	http://www.ibm.com/systems/storage/tape/index.html
System Storage Technical Support	http://www.ibm.com/supportportal
System Storage Education	http://www.ibm.com/jct03001c/services/learning/ites.wss/zz/en?pageType=page&c=a0011023
System Storage Virtualization	http://www.ibm.com/systems/storage/software/virtualization/index.html
Tivoli® Storage Mgmt. Solutions	http://www.ibm.com/software/tivoli/
System Storage / TotalStorage	http://www.ibm.com/systems/storage/index.html

Power (System p)

System p Support Home	http://www-03.ibm.com/systems/power/support/index.html
System p Education	http://www14.software.ibm.com/webapp/set2/sas/f/genunix3/elearningdocs.html

System x Servers and IBM BladeCenter

System x Support	http://ibm.com/supportportal
Systems Management	http://www-03.ibm.com/systems/management/
System x Training	http://www-03.ibm.com/services/learning/content/ites.wss/us/en?pageType=page&c=a0000609
IBM System x ToolsCenter	https://www-947.ibm.com/support/entry/myportal/docdisplay?brand=5000016&Indocid=TOOL-CENTER
Configuration and Option Guide	http://www.ibm.com/systems/xbc/cog/
xREF - IBM System x Reference Sheets	http://www.redbooks.ibm.com/xref

Software

Software Support	http://ibm.com/supportportal
<i>Search for product names, error code, APAR number or phrase; Submit and track problems; Access Trials and betas; Link to product support pages and the Software Support Handbook</i>	
Open Service Requests	https://www.ibm.com/jct03004c/support/electronic/portal/upr?category=2&locale=en_us
Passport Advantage®	http://www.ibm.com/software/lotus/passportadvantage/
Software License Agreements	http://www.ibm.com/software/sla/sladb.nsf

IBM PureSystems Servers

IBM PureSystems Support	http://ibm.com/supportportal
IBM PureSystems Home Page	http://ibm.com/puresystems
IBM PureSystems Training	http://www-304.ibm.com/jct03001c/services/learning/ites.wss/us/en?pageType=page&c=X924179V09435M62
IBM ToolsCenter	https://www.ibm.com/support/entry/myportal/docdisplay?brand=5000016&Indocid=TOOL-CENTER
IBM FlexSystem Product Guides	http://www.redbooks.ibm.com/portals/puresystems?open&page=pgbycat
PureSystems Redbooks	http://www.redbooks.ibm.com/Redbooks.nsf/portals/puresystems?Open&count=20
IBM Flex System Products and Technology	http://www.redbooks.ibm.com/abstracts/sg247984.html
IBM Flex System p260 and p460 Planning and Implementation Guide	http://www.redbooks.ibm.com/abstracts/sg247989.html
IBM Flex System Networking in an Enterprise Data Center	http://www.redbooks.ibm.com/abstracts/redp4834.html
IBM PureFlex System offers an integrated computing system	http://www-01.ibm.com/common/ssi/ShowDoc.wss?docURL=/common/ssi/rep_ca/7/897/ENUS112-087/index.html&lang=en&request_locale=en#ctype=ANCA&ctry=AMR:US&MPPEFFDR=1973-01-01&MPPEFTDR=2012-04-11&MPPEFFTR=DOCNO&MPPEFSRT=2
IBM PureFlex System offerings deliver three integrated systems to support compute, storage, and networking requirements	http://www-01.ibm.com/common/ssi/ShowDoc.wss?docURL=/common/ssi/rep_ca/4/897/ENUS112-054/index.html&lang=en&request_locale=en#ctype=ANCA&ctry=AMR:US&MPPEFFDR=1973-01-01&MPPEFTDR=2012-04-11&MPPEFFTR=DOCNO&MPPEFSRT=2
IBM PureApplication System W1500, an expert integrated system that can optimally deploy and run applications for rapid time to value	http://www-01.ibm.com/common/ssi/ShowDoc.wss?docURL=/common/ssi/rep_ca/7/897/ENUS212-117/index.html&lang=en&request_locale=en#ctype=ANCA&ctry=AMR:US&MPPEFFDR=1973-01-01&MPPEFTDR=2012-04-11&MPPEFFTR=DOCNO&MPPEFSRT=2
IBM Flex System Enterprise Chassis offers support for IBM Flex System Compute Nodes	http://www-01.ibm.com/common/ssi/ShowDoc.wss?docURL=/common/ssi/rep_ca/3/897/ENUS112-053/index.html&lang=en&request_locale=en#ctype=ANCA&ctry=AMR:US&MPPEFFDR=1973-01-01&MPPEFTDR=2012-04-11&MPPEFFTR=DOCNO&MPPEFSRT=2
IBM Flex System x240 Compute Node	http://www-01.ibm.com/common/ssi/ShowDoc.wss?docURL=/common/ssi/rep_ca/2/897/ENUS112-052/index.html&lang=en&request_locale=en#ctype=ANCA&ctry=AMR:US&MPPEFFDR=1973-01-01&MPPEFTDR=2012-04-11&MPPEFFTR=DOCNO&MPPEFSRT=2
IBM Flex System Manager Node is a high-performance component systems management appliance for IBM Flex System	http://www-01.ibm.com/common/ssi/ShowDoc.wss?docURL=/common/ssi/rep_ca/8/897/ENUS112-068/index.html&lang=en&request_locale=en#ctype=ANCA&ctry=AMR:US&MPPEFFDR=1973-01-01&MPPEFTDR=2012-04-11&MPPEFFTR=DOCNO&MPPEFSRT=2
IBM Flex System Manager helps IT organizations manage both physical and virtual server infrastructures	http://www-01.ibm.com/common/ssi/ShowDoc.wss?docURL=/common/ssi/rep_ca/8/897/ENUS212-088/index.html&lang=en&request_locale=en#ctype=ANCA&ctry=AMR:US&MPPEFFDR=1973-01-01&MPPEFTDR=2012-04-11&MPPEFFTR=DOCNO&MPPEFSRT=2
IBM SmartCloud Entry for IBM Flex System helps you quickly implement entry cloud capabilities	http://www-01.ibm.com/common/ssi/ShowDoc.wss?docURL=/common/ssi/rep_ca/0/897/ENUS212-120/index.html&lang=en&request_locale=en#ctype=ANCA&ctry=AMR:US&MPPEFFDR=1973-01-01&MPPEFTDR=2012-04-11&MPPEFFTR=DOCNO&MPPEFSRT=2



IBM Phone Numbers

Customer Service Center1-800-IBM-4YOU (426-4968)

A single point of contact if you do not know who to call at IBM

Assists with information on IBM products and services, seminars and classes, marketing assistance, and more

Customer Support Operations (CSO) Numbers

US Commercial plus State and Local Government Customers..... **1-877-426-6006**

US Federal Government Customers..... **1-800-333-6705**

US Business Partners **1-800-426-9990**

CSO provides the following types of non-technical support:

Order entry and order management for hardware, software, and publications

Scheduling and delivery coordination

Contract management for IBM maintenance, services, purchases, and software licensing

Inventory record keeping

Billing and invoicing reconciliation and customization

Collection and reconciliation of accounts receivable

Customer Support Online Team **1-877-504-8930**

Canada Customer Support Online..... **1-866-880-CSOL (2765)**

CSOL -- Customer Support OnLine -- can help you understand and clarify many non-technical queries you may have involving:

Order entry and order management for hardware, software, and publications

Invoices and payments -- including billing options, payment methods, and terms, plus dispute resolution

Tracking of hardware and software type/model/serial numbers

Administrative support for maintenance and service contracts, including billing

Order information status, and SW order management, contract management, inventory management, billing, disputes, and expiration/renewal management

Global Services' Integrated Technology Services (ITS) Sales **US: 1-888-426-4343**

..... **Canada: 1-800-426-2255**

Can help you create systems, networks, and application infrastructures that support e-business on demand • networked functionality.

Includes IT planning, implementation, support, and management services to help you maximize performance/availability, improve productivity, reduce costs, and increase your IT investments value

Hardware Technical Support Center1-800-IBM-SERV (426-7378)

Serves as the primary contact for hardware problem reporting

Accepts repair calls for hardware covered by an IBM Maintenance Agreement or Support Contract

Notifies local IBM management if customer requests to contact them

ibm.com Sales Center US: 1-888-426-4343

..... **Canada: 1-800-426-2255**

Customers or IBMers can call this line to obtain information and order IBM products.

Parts Order Center (Boulder) 1-800-388-7080

To place a parts order for PCs, call between 8 AM - 7 PM, EST Monday - Friday.

NOTE: Please be prepared to provide the IBM part number.

Passport Advantage® Customer Care	1-800-978-2246
Printing Systems Service and Support	(US) 1-800-IBM-SERV (426-7378)
<i>Printer Selection Center for presales assistance</i>	
<i>Technical Support for IBM Workgroup Laser Printers and MFPs (multifunction printers)</i>	
Publication Orders (including Redbooks®) and SLSS (System Library Subscription Services) Support	US: 1-800-879-2755
..... Canada: 1-800-IBM-4YOU (426-4968)	
<i>To order publications or to receive System Library Subscription Service (SLSS)</i>	
Software Subscription and Support Agreement (SWMA) Purchases	1-866-426-0472
<i>This is the line customers can call for SWMA sales assistance</i>	
Software Technical Support Center (Support Line; fee-based, US & Canada)	1-800-IBM-SERV (426-7378)
<i>Accepts calls for software tech support covered by IBM Licensing Agreement and Support Contract</i>	
<i>Notifies local IBM assistance if customer requests to contact them</i>	
<i>Remote customer technical support offering for all IBM operating systems & select non-IBM operating systems</i>	
<i>Available for software that is not available through the Software Maintenance offering</i>	
Technical Training	1-800 IBM-TEACH (426-8322)
<i>Classroom and on-site training, technical conferences, certification, and e-Learning</i>	
<i>To receive information and/or enroll, call between 7 AM - 7 PM CST Monday - Friday.</i>	
Warranty Service	1-800-IBM-SERV (426-7378)
Warranty Sales	1-866-723-7951

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