IBM Storage Expert Care for IBM FlashSystem

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

- Extend your warranty and enhance service levels with simple pricing

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

- Obtain a dedicated support expert from an IBM Storage Technical Account Manager

Maintaining uptime is critical to your enterprise.

Unplanned downtime can have significant impacts on your business. In addition to direct loss of revenues, unplanned downtime may lead to the damage of reputation, customer loyalty and more. You need to be confident that your support model for your IBM FlashSystem® storage facilitates high availability while optimizing system performance. When it comes to system maintenance, you also want to procure critical services as easily as possible. You need a simplified, standardized storage maintenance approach that helps reduce downtime and costs and frees your IT staff for more strategic business goals.

IBM® Storage Expert Care offers you a new way of attaching services and support to IBM Storage products through service tiers that let you choose the right level of support for your systems. By enabling the procurement of tiers during the product purchase transaction, the approach gives you access to IT services that can help you avoid longer procurement and contracting processes. And 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 FlashSystem storage is limited to one year of 9x5 next-business-day, parts-only, IBM onsite limited and 90-day IBM Software Maintenance services. IBM Storage Expert Care services allow you to define the level of support you need as a fixed percentage of the hardware price for the duration you choose. You also have the option to select additional IBM Technology Lifecycle Services such as IBM Media Retention Services and machine setup support to complement the services.

Choose the right support level and duration for your business needs

IBM Storage Expert Care for IBM FlashSystem offers three service tiers: Basic, Advanced and Premium (varies by product). These services are available 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 FlashSystem 5200	x	x	
IBM FlashSystem 7200			x
IBM FlashSystem 7300	x	x	x
IBM FlashSystem 9200			x
IBM FlashSystem 9500		x	x

Services			
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	x
IBM Software Maintenance Advanced for 9500 model only		x	x
Predictive analytics support with IBM Storage Insights entitlement	x		
Predictive analytics support, capacity planning, monitoring and reporting with IBM Storage Insights Pro entitlement			x
Dedicated support from an IBM Storage Technical Account Manager (TAM)			x
Enhanced 30-minute response time for Severity 1 and 2 issues[1]			x
Remote code loads up to twice yearly			x

Obtain a dedicated support expert from an IBM Storage Technical Account Manager

With IBM Storage Expert Care Premium, you gain dedicated support from an IBM Storage TAM, a highly specialized subject matter expert with deep technical expertise on IBM Storage platforms who can provide significant value to your organization. The TAM reviews your entire IT environment and is your single point of contact for any issue, focusing on proactive actions to prevent issues from happening and on problem resolution. With recommended proactive measures, IBM can help you avoid unplanned downtime and maintain high reliability and availability of your systems. TAMs are different from traditional technical support specialists in that they develop a long-term relationship with you and are your organization's advocate. Moreover, they have direct collaboration with IBM product development and engineering labs and can deliver enhanced services to your enterprise to meet your business objectives.

The TAM follows a six-step plan for client success

Quick start
Ensures the product is installed successfully by working with you and IBM service representatives during a pre-install delivery assessment to ensure Call Home and remote support functions are enabled along with Storage Insights Pro. A welcome call is hosted post-installation to share a technical support plan.

Single point of contact
Acts as your key interface dedicated to you as a single point of contact into IBM support for all issues and a fast path to receive priority for all Severity 1 and 2 cases

Code currency
Works with you to develop proactive code roadmap recommendations that best suit your requirements while providing the highest level of availability and reducing risks

Critical issue prevention
Proactively contacts you in an event the IBM lab identifies an issue that may affect your operations. Provides relevant information about the risk, and more important, what actions to take to protect your systems.

Knowledge sharing
Shares best practices from years of experience and deep technical skills related to IBM Storage products, all custom tailored to your environment

Ultimate client advocate
Builds a trusted client relationship by providing monthly activity reports, holding quarterly interlocks with you and gaining knowledge of your IT ecosystem

Conclusion

IBM Storage Expert Care is a service approach that integrates and prepackages hardware and software support services into a tiered support model. It is designed to standardize support for select IBM FlashSystem storage, delivering a straightforward quote for a single system. IBM Storage Expert Care allows you to decide the support level and period you need, which helps ensure more predictable maintenance costs and reduce 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 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 products. 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, please contact your IBM Business Partner:

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Additionally, IBM Global Financing provides numerous payment options to help you acquire the technology you need to grow your business. We provide full lifecycle management of IT products and services, from acquisition to disposition. For more information, visit ibm.com/financing.

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[1] Severity 3 and 4 cases opened outside of business hours do not qualify for 24x7 response and will be responded to on the next business day.

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