

Service and Support for IBM Networking Hardware Sales Force and Resellers

This section explains the service and support options that IBM offers its Business Partners, IBM sales force and distributors. The section contains two parts. The first part, "Understanding Support during the Sales Cycle," explains that different kinds of support are available according to seller type and location within the sales cycle. The second part, "Obtaining Service and Support for Networking Hardware Products," lists the service and support options that IBM provides.

Understanding Support during the Sales Cycle

From a service and support point of view the sales cycle has three stages: pre-sale, post-sale installation, and configuration and post-sale defect support. The support available at each step may vary according to whether a sales representative is a member of the IBM sales force, a reseller, Business Partner or distributor. Although this section outlines integration, service and support functions that IBM provides, many IBM resellers also add value to IBM offerings by providing integration and support services of their own.

For members of the IBM sales force, pre-sale support includes online tools such as HONE and Netwin, product specification sheets, white papers and resources on the IBM internal Web. Techline and PartnerLine provide support over the phone. The IBM International Technical Support Organization (ITSO) provides advanced technical support. For resellers, NETeam provides extensive pre-sale support. Network design services are available from several groups, but on a fee basis only.

Installation and configuration support is available for all IBM internal or external sales, marketing or distribution forces through IBM field technical support specialists. The Raleigh Networking Family of Services organization fulfills entitlement and fee-based configuration support requests.

Defect support is available for IBM sales-force members through the IBM Personal Systems Group (PSG) Help Desk and the Networking Hardware Division. Major resellers often provide their own support but may also contact the PSG Help Desk for resellers.

Obtaining Service and Support for Networking Hardware Products

The following organizations support IBM networking hardware products.

NETeam

The IBM NETeam Networking Program provides comprehensive information and pre-sale support to remarketers.

NETeam offers:

- Priority technical support: Immediate technical information via a toll-free, dedicated line. On-line support via the Internet.
- Equipment: Access to loaner and demo products.
- Active sales leads and closing tools: Tools include cooperative advertising and marketing collateral materials, event and trade-show support, bid-proposal assistance, presentation materials and joint sales calls with IBM account managers.
- Contact with IBM: NETeam teleconferences and events provide opportunities to discuss new products and business strategies with IBM personnel.
- News: Monthly NETalk newsletter in North America. A monthly mailing in other geographies. Product catalogs and sales guides at announcements.
- Previews: An early look at IBM's networking hardware products and strategies.
- Training: NETeam Technical Education addresses product-specific subject matter through hands-on and multimedia interactive teaching.

- NETeam Insider Access: NETeam offers this registered web site for exclusive use by its members. The site includes competitive and product presentations, hot sheets, sales guides and other resources.

NETeam services are free to members. Any distributor, reseller, integrator or consulting organization can join. NETeam is worldwide—AP, EMEA, LA and NA.

Contact NETeam via the:

- NETeam Support Center at 1 800 IBM-7472. Outside North America contact NETeam via e-mail query to neteam@vnet.ibm.com.
- NETeam Web site: www.networking.ibm.com/NETeam
- Insider Access Web site: NETeam members can register from the NETeam Web site.

PartnerLine

IBM PartnerLine provides pre-sale marketing support to Business Partners who source directly from IBM. PartnerLine is the point of entry for Business Partners accessing pre-sale services and information including:

- IBMLink™ and pricing information
 - Techline
 - Competeline
 - Fee-based consulting for networking installation, usage and development programs
- PartnerLine and many of the services it administers are free to any Business Partner who has a contract to resell or distribute IBM products. Reach the PartnerLine Center at 1 800 IBM-9990 (1 800 426-9990).

Techline

The Techline organization creates pre-sale customer solutions for the IBM sales force and entitled Business Partners.

After studying a customer problem, a Techline specialist can offer a range of solutions and compare the costs, strengths, drawbacks and trade-offs of each option. Techline can help solve complex problems such as whether to centralize or decentralize a network. Specialists can also help determine what products and configurations a sales-force member should order for a customer.

Business Partners can reach Techline by contacting PartnerLine. IBM sales-force personnel can reach Techline through PartnerLine or via the National Technical Support Web site at w3.ibm.com/support

Competeline

Competeline, a service offered by Techline, provides competitive support for PartnerLine-entitled Business Partners. Competeline services include product information, solution design, technical assistance and configuration assistance.

Business Partners can reach Competeline through PartnerLine. IBM sales-force personnel can reach Competeline at the World Wide Web site w3.competeline.ibm.com/ or at tie-line 445-6500, option 7.

International Technical Support Organization

The mission of IBM's International Technical Support Organization (ITSO) is to provide skills transfer and technical publications to IBM field personnel, Business Partners and resellers.

Each year the ITSO performs in-depth studies of many IBM networking hardware products. These studies simulate customer networks and implementations of IBM networking products and solutions. To disseminate the implementation, installation, configuration and interoperability knowledge generated from the studies (which are also called *residencies*), the ITSO:

- Writes "redbooks" documenting, from the field person's point of view, how to install, configure and integrate products in typical customer networks.
- Teaches technical workshops around the world to help field personnel, Business Partners and customers understand and successfully use IBM products and solutions. Class format varies from lecture-only to hands-on network-building depending upon the equipment available. (Note that all workshops are taught in U.S. English.)

The ITSO maintains a list of available redbooks at www.redbooks.ibm.com. Anyone can order. Redbooks can also be viewed free of charge.

Workshop topics and schedules are posted on the IBM ITSO internal Web site at w3.itso.ibm.com. Attendance is usually open to non-IBM employees.

Raleigh Networking Family of Services

The Raleigh Networking Family of Services (FOS) group offers expert support on a range of program products and multivendor, open networks.

The Raleigh Networking Support Center (RNSC) Hardware Support function provides remote technical and diagnostic assistance to customers, Business Partners and IBM/TSS service personnel on installed key networking products and their associated networks. Supported products are those that are covered by IBM warranty or maintenance agreements but are experiencing problems that have escaped the product maintenance package.

Maintenance agreement and warranty support requests are entitled via serial number. Fee-contract support requests are entitled with a valid fee-contract number. The FOS group primarily supports U.S. customers but also engages some cost-recovery contracts outside the U.S.

- For maintenance and warranty support, call 1 800 IBM-SERV.
- For fee-contract support, call 1 800 237-5511.
- To pursue new contracts, call 1-972-280-5018 or tie-line 542-5018, Retain queue sfsale165.
- For assistance with existing contracts, call 1 800 456-0550, Retain queue sfadm n 165.
- Outside the United States, contact your local IBM representative.

Education

IBM Education offers practical courses designed to meet the requirements of all networking staff. Courses range from OS/2® LAN Services to Novell® NetWare®, from Token-Ring to the very latest in VTAM®, from TCP/IP to SNA/ APPN and all related network management.

Education options for the IBM sales force and Business Partners for a given product may include early support (developed during the product development cycle), installation and configuration, implementation, design and physical services education. For businesses in transformation, IBM Education offers a consultancy service that can help identify skill gaps and tailor training plans.

More information is available on the Internet at www.training.ibm.com or by calling 1 800 IBM-TEACH.

Early Support Programs

An early support program is a relationship between an IBM product development team and a customer with an interest in the direction of the product's development. Generally taking place 60 to 90 days before product General Availability, an early support program:

- Creates a way for IBM to gather customer feedback about a product while the development cycle is still underway.
- Provides the customer with an opportunity to use the product before General Availability.

To suggest an early support program, a customer representative (such as an IBM systems engineer) should contact the IBM product development manager responsible for the product in which the representative's customer is interested.

The IBM Personal Systems Group

The IBM PSG supports products experiencing defects in their first year of warranty. PSG level-1 support does not offer installation or configuration help, although such support may be available for a fee.

Use these channels to contact the PSG:

- Hardware maintenance service calls: 1 800 IBM-SERV (1 800 426-7378)
- Maintenance and warranty center: 1 800 388-7080
- PSG support at www.us.pc.ibm.com/support/support.html
- IBM US PC Reseller Web Site www.partner.us.pc.ibm.com
- Outside the United States, contact your local IBM representative.

IBM Global Services

IBM Global Services, with operations in over 100 countries, is the world's leading provider of product, professional and network services. Its managed network services for content, collaboration and electronic commerce as well as network outsourcing services are provided over IBM Global Network, which serves more than 33 000 customer enterprises and 900 cities around the world.

IBM Global Services offers:

- Managed network services
- Connectivity
- Content management, including Internet access and security services
- Electronic commerce
- Collaboration services
- Customization services
- Integration services and support

Reach IBM Global Services at:

www.ibm.com/globalnetwork/.

The site includes phone numbers and addresses for contacting IBM Global Services in locations around the world.

Performance Management and Capacity Planning Competency Center

Helping customers manage the performance of existing networks and plan for new ones is the mission of IBM Global Services—Performance Management and Capacity Planning Competency Center. The Center offers performance management, capacity planning and LAN consulting services.

- Performance Management services help customers determine how a customer's network is using system resources. The service can help customers locate bottlenecks and other areas of contention, find hidden capacities in the system and build strategies for improving system performance to lower costs immediately and over the long term.

- Capacity Planning services help customers plan for systems growth before they exceed thresholds or in times of organizational change. IBM consultants can help determine growth objectives, analyze existing systems, estimate capacity needs and advise growth strategies.
- LAN Doctor consultants can help customers eliminate performance problems, lost sessions, broadcast storms, bridge or router failures and congestion. Customers can request a range of services from a high-level view of network utilization to a detailed analysis of network traffic and operational performance.

LAN networks supported by this service include Token-Ring and Ethernet environments, with any combination of network protocols including TCP/IP, Novell NetWare, NetBIOS, Banyan VINES, DECnet, SNA, LAT and AppleTalk.

The Center offers Performance Management Services globally through Product Support Services (PSS) Sales Specialists, I/T Architects and I/T Specialists. All services are fee-based.

Contact the Center at 1 800 IBM-4YOU (1 800 426-4682) or visit the following World Wide Web site:

- Performance Management and Capacity Planning services at www.as.ibm.com/asus/performance.html

Network Assist

Network Assist aids network support engineers. Calls for advice usually receive a response within one hour. An engineer can also use the service's remote links for problem analysis and diagnosis. Onsite support services are also available. Network Assist is a fee-based service.

Systems Integration Center

The Systems Integration Center offers pre-sale technical support for systems integration firms.

The IBM Networking Center

The IBM Networking Center offers highly effective programs to help customers create strategies that address their business needs, plan for changes or migrations and develop or review network or management designs. Using experts with extensive consulting and design experience, the Center provides guidance to worldwide clients with complex, leading-edge networking, systems management and e-business issues. The Center offers a range of services to meet customer needs. Sessions can include:

- Positioning key technologies
- Developing or revising networking and management strategies for the customer organization
- Defining and prioritizing requirements
- Mapping potential technical solutions to business requirements
- Identifying and evaluating alternatives for network design or management
- Planning for the integration of new technologies into an existing network or design
- Planning for the impact of new applications, business process re-engineering, the Internet and network computing
- Reviewing a logical network design in light of a customer's specific objectives and requirements

Over 540 major companies and organizations from around the world visit the Center each year to understand networking and plan for the future. The Center has a world-class client-satisfaction record with many clients returning on a regular basis.

Additional information is available:

- On the World Wide Web at www.networking.ibm.com/ntc/ntcover.htm
- By calling 1 800 775-3515
- Via e-mail to netctr@vnet.ibm.com

IBM Networking Home Page

The IBM Networking Home Page at www.networking.ibm.com/ is a general resource for customers, field personnel, resellers and Business Partners to discover the service and support options that IBM offers. The page includes links to solutions, case studies, product listings and white papers, user groups and support organizations. Visit the Networking Home Page to learn how you can take advantage of the services that IBM has created to support you.

Warranty Support

This section provides length-of-warranty information for the products listed in this guide. For hardware and maintenance support, call 1 800 IBM-SERV or visit the IBM Support Web Page at www.ibm.com/support. Outside the United States contact your local IBM representative.

Product	Warranty support
Adapters and communications devices	
Ethernet adapters	
EtherJet PC Card (10BASE-T)	Limited Lifetime
EtherJet Combo PC Card (10BASE-T and 10BASE-2)	Limited Lifetime
10/100 EtherJet Card Bus Adapter	Limited Lifetime
10/100 EtherJet Card Bus Adapter with 56K Modem	Limited Lifetime
10/100 EtherJet PCI Adapter	Limited Lifetime
100/10 EtherJet PCI Adapter with Wake on LAN™	Limited Lifetime
Netfinity® 10/100 Fault Tolerant Adapter	3 years
Netfinity 10/100 Ethernet Adapter	Limited Lifetime
Netfinity Gigabit Ethernet SX Adapter	Limited Lifetime
Token-Ring Adapters	
IBM High-speed 100/16/4 Token-Ring PCI Adapter	Limited Lifetime
IBM 16/4 Token-Ring PCI Adapter 2	Limited Lifetime
IBM 16/4 Token-Ring PCI Adapter 2 with Wake on LAN	Limited Lifetime
Turbo 16/4 Token-Ring ISA	Limited Lifetime
Auto Wake Token-Ring ISA	Limited Lifetime
Turbo 16/4 Token-Ring PC Card	Limited Lifetime
ATM adapters	
TURBOWAYS® 25 ATM PCI	Limited Lifetime
Interphase 155-Mbps 5515 PCI Adapter	1 year
ISDN and terminal adapters	
ISA WaveRunner® Adapter	1 year
7845 ISDN NT Extended	1 year
Modem adapters	
IBM ISDN International PC Card Modem with GSM	5-year limited
IBM International PC Card Modem with GSM	5-year limited
IBM 7858 Professional Modem	1 year
56K Internet Modem Kit	5 year
56K PC Card Modem/Cellular Capable	5 year
56K PC Card Modem Kit	5 year
ISA 56K/33.6 Kbps Plug and Play Data/Fax Modem	5 year
External V.34 Modem	1 year
PCMCIA 33.6 Kbps International Data/Fax Modem	5 year
Wireless	
Wireless access	
Wireless LAN Access Points	1 year
Wireless transaction computers	
2482 Portable Transaction Computer	1 year
2484 Industrial Portable Transaction Computer	1 year
2483 Integrated Laser Portable Transaction Computer	1 year
2486 Portable Transaction Computer	1 year
2488 Pen-based Computer Models 800 and 300	1 year
2493 Portable Transaction Computer	1 year

Product	Warranty support
Local area hubs and switches	
Ethernet workgroup hubs	
IBM 8237 Stackable Ethernet Hub, 10BASE-T	1 year
IBM 8242 Ethernet Desktop Hub Models 008 and 016	1 year
IBM 8345 10/100 Stackable Ethernet Hub	1 year
IBM 8276 Ethernet RoutePort Concentrator	1 year
Token-Ring workgroup hubs	
IBM 8226 Token-Ring RJ-45 Connection Model 100	1 year
IBM 8228 Multistation Access Unit	1 year
IBM 8230 Token-Ring Network Controller Access Unit	1 year
IBM 8239 Token-Ring Stackable Hub	1 year
Ethernet workgroup switches	
8271 Nways Ethernet LAN Switch Models 524, 612, 624 and 712	1 year
8271 Nways Ethernet LAN Switch Models E 12, F 12, E24 and F24	1 year
8275 Ethernet Desktop Switch Model 113	1 year
8275 Ethernet Desktop Switch Model 324	1 year
8277 Nways Ethernet RouteSwitch	1 year
Token-Ring workgroup switches	
8270 Nways LAN Switch Family	1 year
8285 Nways ATM Workgroup Switch	1 year
Multiprotocol switching hubs	
8210 Multiprotocol Switched Services (MSS) Server	1 year
8274 Nways LAN RouteSwitch	1 year
8260 Nways Multiprotocol Switching Hub	1 year
8265 Nways ATM Switch	1 year
Wide area switches, access and transport	
2220 Nways BroadBand Switch	1 year limited
2218 Frame Relay Access Device	1 year
9279 Optical Wavelength Division Multiplexer	1 year
Bridges, routers and controllers	
2216 Nways Multiaccess Connector Model 400	1 year on site (IOR)
2210 Nways Multiprotocol Router	1 year on site (IOR)
2212 Nways Access Utility	1 year
2217 Multiprotocol Concentrator	1 year
3174 Establishment Controller	1 year
3745 Communication Controller	1 year
3746 Nways Multiprotocol Controller Models 900 and 950	1 year
Network Utility TN3270E Server and Transport	1 year on site (IOR)
AS/400	
5494 Remote Control Unit	1 year on site (IOR)
6299 Hub for Midrange Systems	3 year on site (IOR)
7299 Express Hub for AS/400® Systems	3 year on site (IOR)
5308 to 5250 conversion	1 year on site (IOR)
5250 Express Adapters	1 year on site (IOR)