

What is standard IBM Support and what does it cover?

People often ask, "What is IBM Support? What do I pay Maintenance for? How do I contact Support?". Read on and all your questions will be answered.

What is Standard IBM Software Support?

Upon purchasing IBM Tivoli Software, included with the Software in your first year is an enhanced level of Support called IBM Software Maintenance. Software Maintenance is designed to supplement your team's technical skills by providing **remote telephone and/or electronic** support. This offering is available until the 'end of service' date for a product. After the first year a Maintenance Contract will need to be purchased for ongoing support.

What does it Cover?

With Software Maintenance and Support you receive the following:

- Telephone (voice) and/or electronic access via the Web (where available)
- Remote problem analysis and assistance during normal country business hours, with 24x7 for Severity 1 Problems,
- Assistance with identifying the failing product/component
- Assistance with remote problem determination and resolution
- Provided in local language for most major countries
- Telephone (voice) access support for code-related problems
- Support for routine, short duration installation and usage questions
- Ability to access new IBM Software versions and releases as they become generally available as long as Software Maintenance is maintained/purchased.

How do I access Support?

You can contact Support via two methods,

Using the **Electronic Service Request (ESR)**

- This allows you to enter a detailed problem description on-line, that is entered into the problem record and allows Support to understand your problem from the first touch!
- Available to you 24x7 to add updates and review the advice of Support.
- This also reduces telephone tag, though you can request to be contacted by voice, and allows you to manage all of your tickets on-line.
- What is ESR? How do I access it? <http://www-306.ibm.com/software/support/help.html>

Calling **IBM Support Center**

- Select Software Support.
- An operator will ask for your IBM Customer Number, Name, Phone Number, Email Address, Problem Priority, a Brief Problem Description, your operating system type and version, and the Problem Product.
- Please be clear in advising them this is a Software problem so it is routed to the correct support team!
- You will be given a Problem Number called a PMR, and your call will be routed through to the Software Support Team
- You will be contacted by the Support team to discuss your problem and develop a resolution.

What if I am not Satisfied with the Level of Support I am receiving?

There are a number of avenues you can pursue to ensure that your issues is adequately resolved,

- First, call the National Call Centre in your country and ask that they place a 'recall' on your PMR, advising that you would like an update on the progress of the Problem. Please advise of the impact that this is having on your Business/Project.
- If this does not yield the desired outcome, please place a second recall and ask to Speak to the Duty/Support Manager.
- If the above two actions do not assist in the problem resolution you may need to speak to your account manager to contact the Tivoli CSPO Team for assistance.

NOTE: After logging your problem, if it is a **Severity 1** or you require attention of a Duty Manager please call IBM National Call Centre in your local country and have your PMR Number ready.

Want to know more?

For information about our offerings and SLA's etc, as well as a My Support, Self Help, and various other tools go to <http://www-306.ibm.com/software/support/>. This is a great IBM Web Site that includes the following:

- Fixes and Fix Packs
- Technical support content (such as technotes and flashes)
- Documentation
- Software support handbook
- E-mail updates through My support
- Electronic Service Request (ESR)

IBM Standard Support does not include the following

- Performance analysis
- Writing, troubleshooting or customizing code
- Extensive configuration questions
- Recovering a database, or data recovery
- Consulting
- Onsite support nor the requirement for product enablement.
- Enhancement Request Creation and/or Management.
- Premium Support Offerings.

Useful Links

The Software Support Handbook:
<http://techsupport.services.ibm.com/guides/handbook.html>

Registration for access to entitled WEB content for PassportAdvantage products:

1. <http://www.ibm.com/software/support/probsub.html>
2. Select 'ESR', then 'Register'

Supported Product List:
http://www-306.ibm.com/software/sysmgmt/products/support/Tivoli_Supported_Platforms.html

Knowledge base, downloads, online publications:
<http://www.ibm.com/software/support/>

Service Req/PMR Severities

- Severity 1** = Critical business impact, or system down. This condition requires an immediate solution.
- Severity 2** = Significant business impact, this indicates the program is usable but is severely limited.
- Severity 3** = Some business impact, this indicates the program is usable with less significant features.
- Severity 4** = Minimal business impact .

AP Support Call Numbers

Phone	(available 24x7)
Australia	131-426 or 61-7-55853280
China	800-810-1818 #5200 or 010-84981188
Hong Kong	852-8205-8288
India	1800-425-6666 or +91 080-26788970
Indonesia	001 803 61534
Japan	0120-557-972 (Prime Shift) 0120-557-985 (Off Shift Sev 1)
Korea	1588-5801
Malaysia	1800 88 8558 1800 807 735 - English only
New Zealand	0800 733 222
Singapore	1 800 3172 888 800 616 1850 - English only
Taiwan	0800-016-888 #2,3
Thailand	1800-299229 0018 0061 12853 - English only
Vietnam	- Ho Chi Minh City (84-8) 520 2090 - Hanoi (84-4) 946 2000

Useful Links

Software Support Glossary ==> [http://www-306.ibm.com/software/support/help-glossary.html#Problem_Management_Record_\(PMR\)](http://www-306.ibm.com/software/support/help-glossary.html#Problem_Management_Record_(PMR))

Software Support Handbook ==> <http://techsupport.services.ibm.com/guides/handbook.html>

Primary Site Technical Contact Process

https://www-112.ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/en_US/help.html

Passport Advantage Online Help ==>

https://www-112.ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/en_US/help.html

Accessing ESR ==> <http://www-306.ibm.com/software/support/access.html>

ESR HelpDesk ==> <http://www-306.ibm.com/software/support/help-contactus.html>