



R09

xSeries Support Options

Jack Jones/Monique Rosales xSeries CSM Team Leads NA

IBM @server xSeries
Technical Conference

Aug. 9 - 13, 2004

Chicago, IL

R09

**xSeries Support
Options**

Support on Demand
xSeries Technical Conference
Chicago 2004

Jack Jones

Monique Rosales



xSeries Support Options

Agenda

- Self Maintainer
- Authorized Service Provider
- eClaims
- PEW
- Returns IBM Direct Bus Partners
- Mech. Replace
- Policy Replace
- DOA's
- DOA Measurement
- Short Ship
- Install Quality
- Warranty T&C's
- Worldwide Warranty
- Crits/CMT/Escalation
- Cust Support Plans
- Q&A

You got questions, CSM's have answers

- Entitlement
- How to's:
 - req service
 - escalate a ser req
 - Req new Feature
- Supp for UpdateXpr
- Transfer Warranty
- Who owns parts?
- ServicePac's
- PEW
- Cheat Sheet

My Customer wants to be a Self Maintainer

Here is the information on a customer becoming a self maintainer.

Step 1- Customer can go to the following website to see the advantages of becoming a self maintainer-<http://www.pc.ibm.com/wsm/index.html>

Step 2- If they are interested in following through with the program you will need to fill out a Warranty Self-Maintainer Request Form.

Here's the link to BE: Once you are in choose "Submit Mail Back" from the navigation menu. Then choose "IBM Warranty Self-Maintainer Request Form".

Step 3-Once the form is filled out, please send it to

Karen Y. Smith

Program Manager

US Self-Maintainer Operations

3039 Cornwallis Road/203/GG131, RTP, NC 27709

Voice: 919-248-3296 T/L 255 Fax: 845-491-2535 Internet: kysmith@us.ibm.com

Step 4-Karen will prepare an agreement for your customer, usually within 24 hrs

Step 5-Once the customer returns the form to IBM, it usually takes 5 business days to get approved

Reminder- the cost of becoming an IBM self maintainer is \$1000 for a 2 yr agreement

In addition, please share the detailed self-maintainer guide with your customer.

Thanks- Any Questions about the program should be addressed to Karen Y Smith.

How do you become a IBM Authorized Service Provider?

Authorized service provider information This topic is intended to provide IBM®authorized service providers with complete instructions for diagnosing and repairing problems on system ...Provides access to a hardcopy printable version of the authorized service provider information topic. ...Provides a guide through the process for verifying and completing the service activity. ...Related information for Authorized service provider information. Provides links to other information that may be of interest to authorized service providers ...

http://submit.boulder.ibm.com/infocenter/eserver/v1r2m0s/en_US/info/ip...

What is an eClaim

How do I find information concerning my Customer's Waranties

- **xSeries eSupport**

<http://www-3.ibm.com/pc/support/>

<http://www-3.ibm.com/pc/support/site.wss/>

<http://www.ibm.com>

What is xSeries return policy?

from IBM Direct

from a Business Partner

**How are exceptions
handled**

xSeries Mech Replace Policy

- Policy for Replacement of Machines
- Summary
- This document describes the MECHANICAL REPLACEMENT policy for PCD. It outlines the requirements as
- determined by PCD Brands for a product to be considered for mechanical replacement. This document should be
- read before a commitment for replacement has been made to the customer.
- PCD Policy for Replacement of Machines
- Mechanical Replacement Policy, Criteria and Process
- During the warranty period for a purchased machine, IBM will replace the machine when both Sales and Brand
- Product Engineering agree that the machine does not meet IBM standards due to defects in materials or
- workmanship which cannot be corrected. This is referred to as MECHANICAL REPLACEMENT.
- Before recommending any machine replacement, business unit management and IBM Business Partners must ensure
- that all reasonable efforts, including Area, IBM HelpCenter, Service Providers and Brand Product Engineering
- assistance, have been made to correct the defect.
- No commitment for a machine replacement should be made to the customer until all criteria outlined below have
- been met and approvals are obtained.
- Mechanical Replacement Criteria and Process
- "Brand Designates" in IBM Personal Computing Division (PCD) and XSeries Server Group *only* will approve all
- requests for Mechanical Replacements. Approval is based on the following criteria.
- I. CRITERIA FOR CONSIDERATION
- Normally, the determination that a purchased machine should be replaced is made during the machine's warranty
- period or within one year from the machine's warranty commencement date if the machine's warranty is less than
- one year and the problem originated during the warranty period.
- In all cases, it must be evident that a replacement system will solve the reported problem.
- Factors such as software performance, diagnostic package effectiveness, quantity of field repair actions, and parts
- costs are not part of the criteria, but may be considered at the discretion of IBM PCD Brand Designates.
- II. A SYSTEM MAY BE CONSIDERED A CANDIDATE FOR MECHANICAL REPLACEMENT IF
- ALL OF THE CRITERIA BELOW HAVE BEEN MET
- IBM Service (PSS/TSS), Authorized Servicicers or EasyServe have been engaged in repairs and have made all 1.
- reasonable attempts to correct reported problem(s)
- Technical Support/Brand Product Engineering has been involved in repair actions left unresolved by Servicicers. 2.
- Brand Product Engineering requests for technical information, diagnostic results, system dump files, 3.
- configurations, and symptom descriptions have been satisfied.

What is xSeries Mechanical Replacement Policy (*continued*)

- Repair action plans requested by the Brand Product Engineering or IBM HelpCenter have been completed per 4. instructions.
- III. AND - ANY ONE OF THE FOLLOWING STATEMENT IS TRUE
- The product has a defect that is not repairable within a reasonable period of time by Brand Product Engineering 1. and a work-around is not readily available.
- The product has a non-repairable safety defect as determined by IBM PCD Safety Engineering. 2.
- To request Mechanical Replacement from IBM PCD:
 - IBM PCD Marketing and Sales should open a complaint or a critical situation in CMT.
 - IBM Business Partners should contact Sales Solution Center at 1-800-426-7272 or their Sales Representative.
 - All others should call IBM HelpCenter at 1-800-IBM-SERV.
 - IBM Business Partners should be prepared to provide the following:
 - Your Location ID number
 - The machine type/model and serial number of the system needing replacement
 - A copy of the invoice documenting the purchase from your IBM Distributor or IBM
 - A copy of the invoice for the end-user
 - Any documentation of service work, such as warranty reimbursement forms
 - Any documentation of technical assistance, such as case numbers from calls to the IBM HelpCenter.
- Document Information
 - Duration : On-Going
 - Date
 - Released :
 - 03/06/2001
 - Language : English
 - Category : IBM Operations/Administration; IBM Warranty and Financing
 - Document
 - Type :

CUE/TM Concessions

U.S. Only

- IBM S&D CUE's Funding:

- ▶ Contacts DRO
- ▶ How to invoke CMT

Two types of Concessions: Sales and CUE/TM

- ▶ Sales Concessions are used exclusively for IBM invoice issues
- ▶ CUE/TM Concessions have the same criteria as Sales Concessions ***but*** do not involve an IBM invoice. Instead IBM expense monies are used to provide assistance to customers for situations like:
 - ▶ Having resources on-site, IBM or non IBM
 - ▶ Replacing machines not meeting mechanical replacement criteria
 - ▶ Refunding, partially or fully, a purchase of software or services

What are a CUE/TM Concession?

- Each CUE and TM is authorized to grant up to \$25K in total in one calendar year, Jan - Dec, without prior approval
 - ▶ This is not a budget transferred to each CFU
 - ▶ Spending no IBM monies for concessions is best for IBM
 - ▶ Request must be for the current calendar year and may not be delegated
 - ▶ Consulting with peers in Brand Sales, Business Partner, etc. is advisable before taking action
 - ▶ Ensuring appropriate release letters are signed
- For situations or total amounts within one calendar year above \$25K
 - ▶ Up to \$100K or granting additional \$25K authorizations will be decided by the Sales Region VP's
- For situations between \$100K and \$500K the decision is made by the Director of Field F&P
-
- Overall Process: Jim Waugh

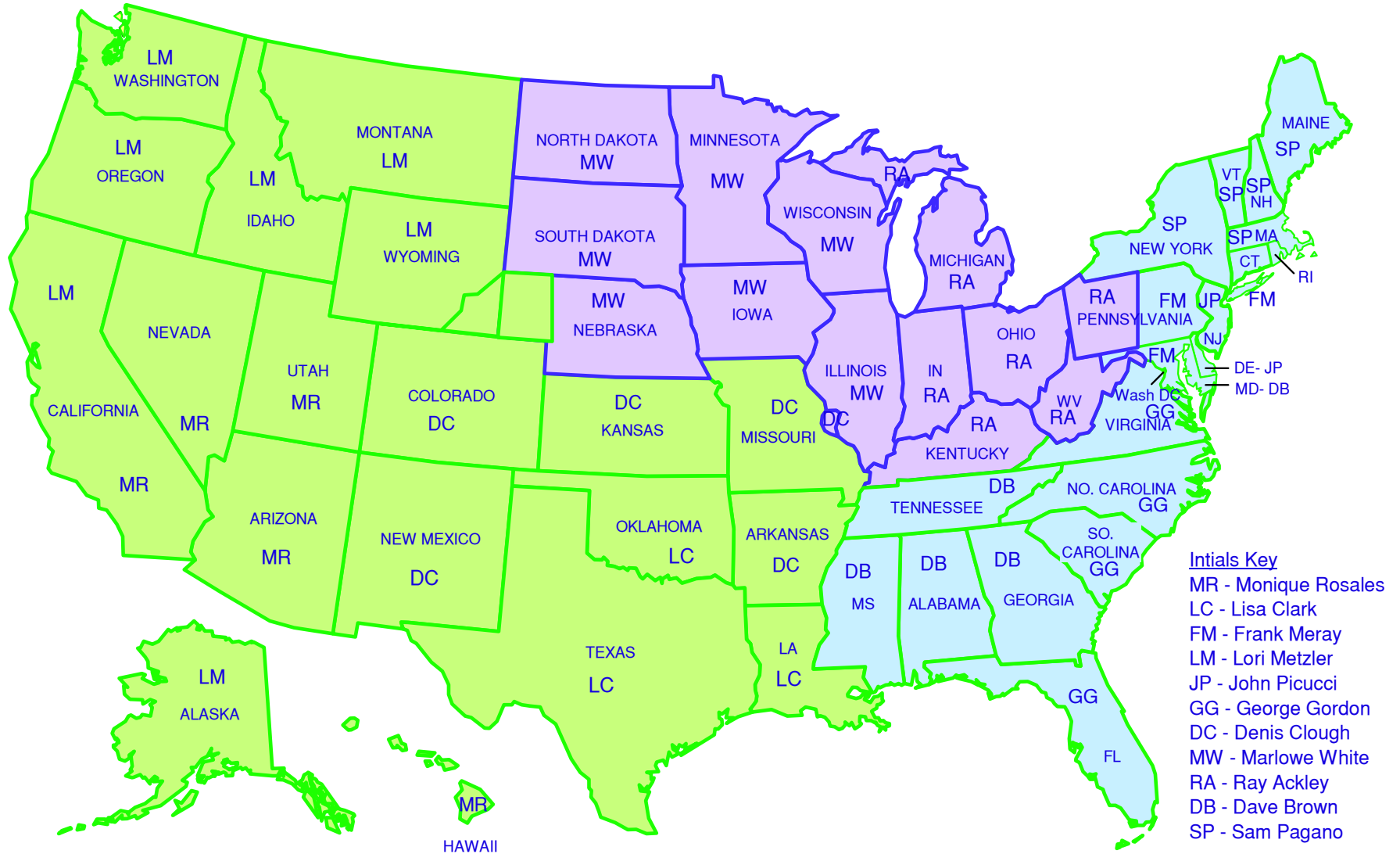
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Know your Customer Support Managers





CSM US Coverage



 Western Region

 Central Region

 Eastern Region

Where does my Customer get support for UpdateXpress

UpdateXpress - Microsoft Internet Explorer

File Edit View Favorites Tools Help Links Customize Links Free Hotmail Windows

Back Forward Stop Search Favorites History Address D:\index.htm Go

UpdateXpress

xSeries 342-8669

These are the xSeries 342-8669 updates that ensure the proper operation of your system. The packages are categorized by three severity levels: critical, suggested, and optional. Click the link for a description of the update. Download Now saves the selected updates to the specific drive that you designate. Select All, copies all the updates to the specified drive.

Download Now Select All Clear All

Critical Updates

- [IBM xseries 232/342 Diagnostics Flash Update](#)
Version 1.04

Suggested Updates

- [IBM Advanced System Management Device Driver for Windows 2000 and NT 4.0](#)
Version 2.07A
- [Ultra SCSI Family Manager Set for Windows NT 4.0a \(Service Pack\)](#)
Version 3.6
- [IBM Hard Disk Drive Update Program - CD-Image](#)
Version 1.12
- [IBM ServeRAID Support for Microsoft Windows NT 4.0 and Windows 2000](#)
Version 4.84
- [IBM ServeRAID BIOS and Firmware Update](#)
Version 4.84

Download from Service and Support Web Page:
<http://www.pc.ibm.com/support/qtchinfo/MIGR-4VVNTP.html>

My Computer

Features

- Easy to use HTML Interface
- Update Severity Indication
- Enhanced Automatic Firmware Detection **NEW!!**
- Self-Extracting Packages **NEW!!**
- Remote Distribution
- Automatic Updating
- Supports Following Firmware and Drivers:
 - BIOS, Diagnostics, HardDrive, Tape Drive, Video, Service Processor
- System and OS Independent

Server Models
Listed

R10

- **xSeries Warranty Support**

- 1 800 IBM SERV

- 1 800 426 7378

<http://www.ibm.com/pc/support/>

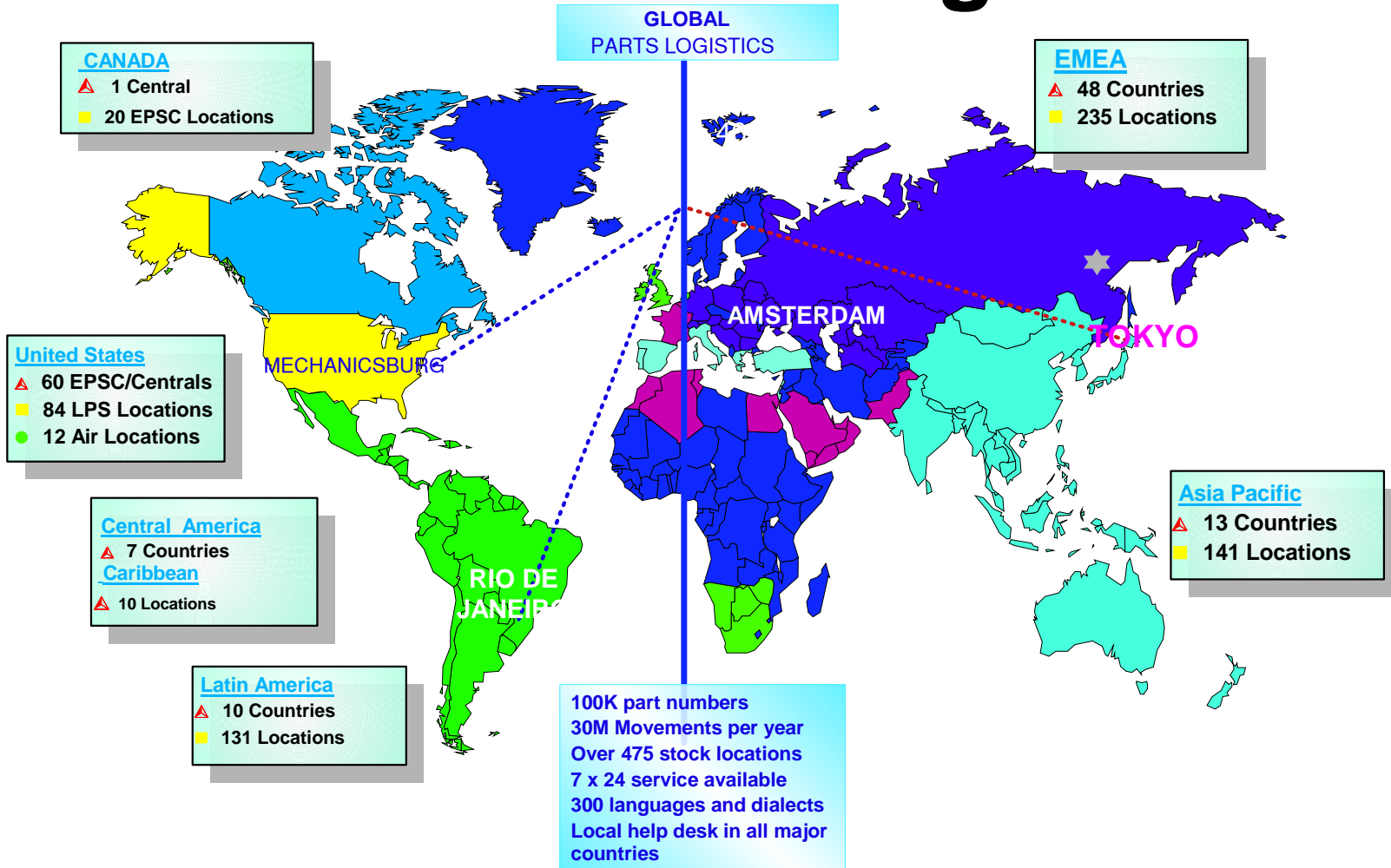
Proactive EMail

NEW Support ProfileeSupport Personalizes Support

Create your Support Profile to get emailed the latest flashes and downloadable files by going to <http://www.ibm.com/support/> and setting up your personalized support. Click on "My Support" in the Personalized Support box and after profiling the appropriate IBM equipment, select Email Preferences.

Worldwide Service Parts

Global Parts Logistics



CMT Process

- The complaint process and its major design points
- The responsibilities of the:
 - ▶ The Feedback Collector DRO
 - ▶ The Resolution Owner DRO
 - Ginger Eddy Team Lead
 - Tom Hendrickson
 - Hope Criss
 - Scott Johnson
 - ▶ The Resolution Team Leader RTL xSeries Proj Office
 - Vern Rasmussen
 - Tom Hiller
 - Carl Williams
 - Dave Pavek
 - Bill Johnson



CSM and CRM Processes

- The Customer Satisfaction Management Process consists of three major sub-processes
 - Solicited Feedback Management
 - Unsolicited Feedback Management
 - Pervasive Issue Management

- Each of these processes provides critical business information to other business processes such as
 - Market Management
 - Relationship Management
 - Opportunity Management
 - Solution Design and Delivery
 - Message Management
 - Integrated Product Development
 - Product Service

CMT

- CMT Critical Situation Crit Sit

Complaint Management Tool

DRO (designated resolution owner)

Customer Interface

Data Collector

RO

Resident Team Lead

RTL

Owns the Problem

What is a complaint?

- Request from a **Customer** or **IBMer** to correct an unfulfilled customer expectation or commitment/promise - failure within another request type to deliver on a commitment/promise/expectation

Where the **customer has attempted to exercise all or part of the advertised/entitled support structure** to resolve a problem and is **dissatisfied** with its progress

- Critical Situation - what is it?
 - An internal escalation of a customer complaint that has caused the customer's business operations to be seriously impacted or,
 - Where IBM has determined that not resolving the issue will cause irreparable damage to IBM's relationship with the customer
- Senior Executive Review - what is it?
 - A **customer complaint** that has not been satisfactorily resolved or a **pervasive issue** that could be resolved if escalated for Senior Executive Review

Complaint Management Process

BEGINS WITH • Dissatisfied Customer

INCLUDES

- Uniquely identified customer contact
- Clearly defined problem statement
- Categorized primary and secondary problems
- Identified Resolution Owner and associated role players
- Understanding of the context and background of the complaint
- Conditions of Satisfaction
- Qualification
- Agreed-to Commitments/Promises
- Action Plans to resolve the problem

**IDEALLY
ENDS WITH**

- Very Satisfied Customer
 - Commitments met
 - Problem resolved

Customer Contact

It is the responsibility of the Resolution Owner to contact the customer to acknowledge ownership of the complaint as soon after assignment as possible (48 hours from original receipt - maximum).

It is also the responsibility of the Resolution Owner to ensure the customer is aware of IBM's policy on information captured pertaining to the specific customer contact (name, title, address, phone number, etc.).

The Resolution Owner is responsible for ensuring that information relevant to the specific customer contact is not unnecessarily documented in the complaint record.

All Resolution Owner's must be educated on IBM's policy regarding the handling of customer contact data.

Escalation

Critical Situations

- Critical Situations are complaints that are fully supported within the Complaint process as:
 - Escalation's regarding the impact a problem is having on the customer
 - Request for higher priority, additional focus (executive), and/or resources
- Escalation to a Critical Situation should be considered when:
 - The problem is causing or about to cause severe impact to the customer's business and/or;
 - Customer satisfaction has or is about to erode to the point that customer loyalty is in jeopardy and/or;
 - IBM determines that this problem is jeopardising IBM's relationship with this customer and additional actions must be taken to save that relationship.
- Requests to upgrade a situation to a Critical Situation is performed by the RO
- Approval of an upgrade to a Critical Situation is performed by either the RO or the closest approving authority within the same routing structure
- Requesting RO can choose to retain ownership of the Critical Situation or transfer ownership to a more appropriate RO

Resolution Team Leader

The Resolution Team Leader is responsible for:

- Assisting the Resolution Owner in restoring customer satisfaction
- Working with the RO to resolve the customer's problem and to fulfil all commitments made regarding the solution of the problem
- Detecting any changes in the customer's conditions of satisfaction or IBM's ability to meet the mutually agreed commitments and communicating this to the Resolution Owner.

In the case of non-complex complaints, the Resolution Owner may be the only performer or will manage a team of Resolution Assistants. For more complex complaints, a Resolution Team Leader will be engaged by the Resolution Owner and will be assigned to manage the 'solution' and a team of Resolution Assistants for the Resolution Owner. Generally, a Resolution Team Leader should be engaged to manage the resolution of complex problems when the Resolution Owner finds himself/herself spending more time focusing on the 'technical' issues involved in the complaint than he/she is focusing on the customer.

Any Questions?

- John Greco 919-871-5907 EDT
- Joy Lee 972-280-6924 CDT
- Jack Jones 877-607-2382 CDT
- Monique Rosales 714-438-5467 PDT

1 800 IBM 4YOU

1 877 IBM NAME

www.ibm.com/whois



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The End

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