

INTEGRATED APPLICATION SERVERS

IBM  server iSeries

NEW TOOLS TO MANAGE E-BUSINESS, INNOVATIVE TECHNOLOGY, APPLICATION FLEXIBILITY.



# CUSTOMER SUPPORT PLAN

## For the US and Canada

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### Purpose of Support Plan

This document communicates the IBM technical support available to you, the procedures for obtaining support, and information on contacting IBM. You will find information on IBM e-support, hardware and software reporting procedures, escalation processes, as well as information available by phone.

#### NOTE:

To download the latest version of this document, go to <http://www.ibm.com/support/> then search under Technical Support using "customer support plan" (quotation marks included) in the search field.

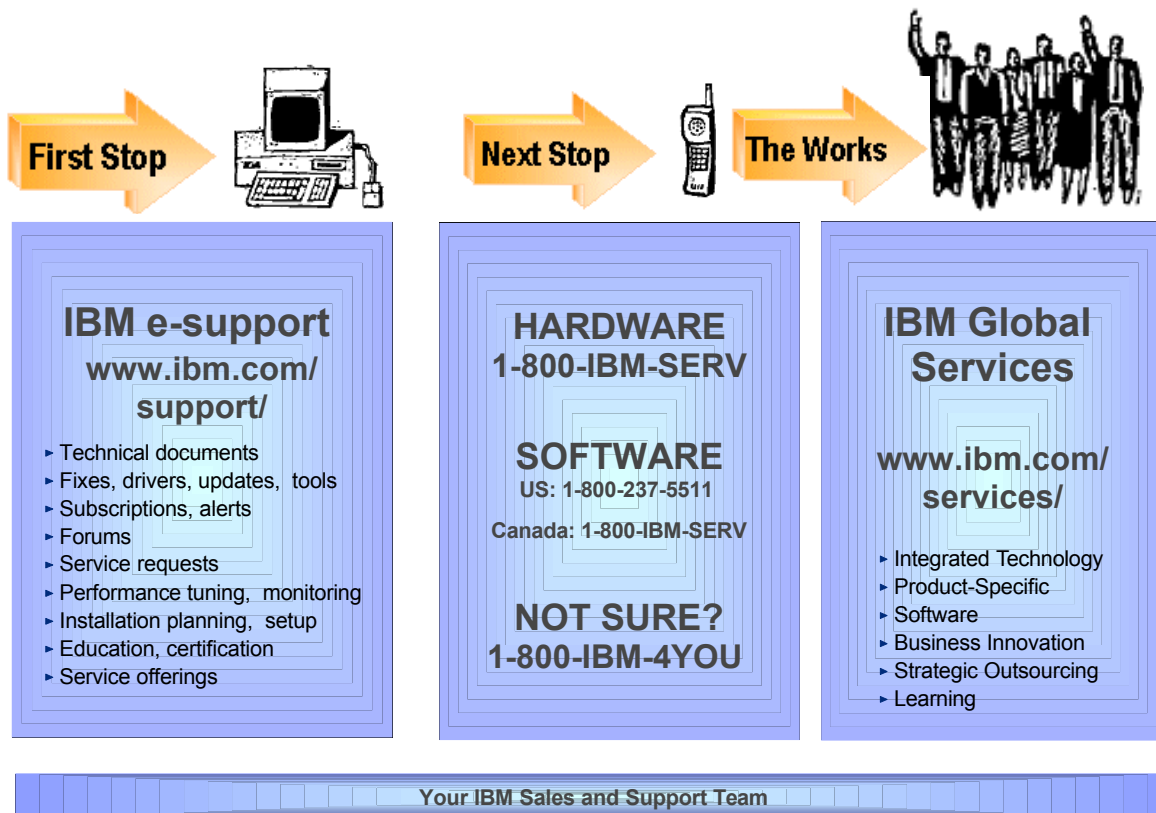


# Support Overview for IBM @server iSeries

From IBM's very largest customer to the individual consumer, the Web (<http://www.ibm.com>) is key to enabling e-relationships. Customers use the Web to learn about and buy offerings and solutions, to comparison shop, check on order status, and to invoke / receive after-purchase support and services. This is referred to as the *Learn / Shop / Buy / Receive / Use* cycle.

IBM also delivers technical sales support via the Web to allow customers to *Learn / Shop / Buy* in a self-service mode, without requiring assistance from the IBM sales channels or Technical Sales Support organizations; these activities can be end-to-end Web or Web-assisted, where the customer accomplishes some tasks via the Web and then engages skilled resources.

As an IBM Customer, you have access to a range of technical support unmatched in the industry. IBM servers come with the service and support you expect, giving you enhanced value and confidence. Below is a bird's-eye view of IBM's after-purchase customer support capability:

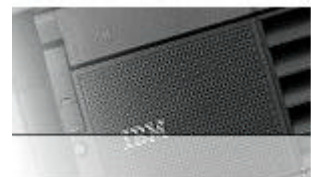


## Base Services and Support

When you buy new IBM systems, you also buy IBM's unique depth of experience and expertise. You buy support from people dedicated to developing systems solutions for your business. As always, you can access a wide variety of technical support for your purchase -- free of charge.

Before you decide on any purchase, you can use a wealth of technical sales support, delivered both via the Web and through your sales and technical team. We want to ensure that our solutions and offerings address your business requirements. To help you learn about our offerings and make a purchase decision, we offer a wide array of technical sales support including:

- ◆ Offering technical content, such as white papers, model comparisons, and specifications
- ◆ Trial software downloads
- ◆ Offering and solutions demonstrations and seminars (including Webinars)
- ◆ Identification and selection of appropriate solutions, including:
  - Complex solution design and assistance
  - Offering configurations
  - Basic capacity plans
  - Pricing
  - Solution Assurance reviews for new IBM offerings to assure the solution both addresses your business needs and is technically feasible
  - Education and education planning assistance



### Leading Server Performance

*IBM consistently scores at the highest levels in a wide range of industry benchmarks.*

See <http://www.ibm.com/servers/solutions/benchmark.html>

Once you have decided on a server offering, you can take advantage of the significant technical support resources to help you install and implement your solution, including:

- ◆ Physical planning and installation planning assistance
- ◆ Warranty support of IBM hardware
- ◆ Installation planning assistance for new software licenses
- ◆ Base Software Support included with your software offering license
  - Base software support for IBM and Lotus, iSeries/AS/400 platform products includes reporting and defect resolution for IBM code and publications. Support is by fax, mail, and electronic access where available.
  - A complete discussion of IBM/Lotus/Tivoli software support is at <http://ps.software.ibm.com/pbin-usa-ps/getobj.pl?/pdocs-usa/webhndbk.html>
- ◆ Web self-service such as hints and tips, usage information, fixes, and downloads

*NOTE: This document contains representative lists only of the services and support available from IBM. For further information on services and support available, go to <http://www.ibm.com/server/support/> or call 1-800-IBM-4YOU.*

## Your first stop for IBM support ... e-support



IBM delivers world-class server support.

We furnish you with the technical information and tools to help support a buying decision as well as help you get maximum value from your current servers. Our technical support portal -- <http://www.ibm.com/support/> -- offers you self-service 24 x 7 x 365 -- with its powerful, cross-IBM offering knowledge base.

The portal also posts hot links to all of IBM offering support Web sites, including server e-support at <http://www.ibm.com/server/support>

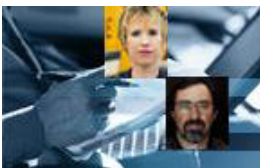
- ◆ Technical content
- ◆ Fixes, drivers, updates, tools
- ◆ Subscriptions, alerts
- ◆ Forums
- ◆ Service requests
- ◆ Performance tuning, monitoring
- ◆ Installation planning, setup
- ◆ Education, certification
- ◆ Service offerings

## Don't overlook Redbooks!

IBM Redbooks are “how-to” guides to technical information, and *Redbooks Online!* is THE Web source for finding complete information on IBM solutions and offerings on the World Wide Web. You can view and download complete books. We also offer two ways to find the redbook you want. . Do a quick keyword search for a hit list of IBM Redbooks, Redpieces and Redpapers. Or browse through pre-selected categories. See <http://www.redbooks.ibm.com/>

The screenshot shows the IBM Redbooks website interface. At the top is the Redbooks logo. Below it, there are several sections: 'Featured' with a 'Registration required!' notice and a small image of a person; 'Recent Redpieces' with a link to 'Integrating XML with DB2 XML' (SG24-6130-00); 'Recent Redbooks' with links to 'Getting the Most From Your Dc' (Published Nov-07-2000), 'Linux on IBM Netfinity Servers' (SG24-5994-00, Published Nov-06-2000), and 'e-business Connectivity for VSE' (Published Nov-05-2000); and 'Featured Events and Other News' with links to 'Tips for reading IBM Redbooks' and 'Did you ever wonder who write:'. There is also a 'Keep informed' section about new offerings and an e-mail subscription service.

## Residencies



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During the intensive, multi-week residency, small teams explore and document (via Redbook) a product's implementation, integration and operations -- often in the context of marketplace solutions. ITSO residencies apply leading-edge information technology to customer needs. If you are interested in participating in a residency, you can get more information from the IBM Redbook home page --

<http://www.redbooks.ibm.com/>

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Many publications are available online free of charge. You may view or download these titles without having to place them in a shopping cart and without providing any information about yourself.

To order hard copy publications for a fee, however, you will be asked to provide your name, address, e-mail address, and credit card information. This information allows the IBM Publications Center search results to display prices in your local currency.

If available in stock, your order will be dispatched within 8-14 days by surface delivery, without additional cost.

See <http://www.elink.ibm.com/public/applications/publications/cgibin/pbi.cgi?CTY=US>

### Quick Publication Ordering System search

Begin your IBM Publication Ordering System (POS) search by using one or more keywords. You can type (parts of) a publication title and description keywords, and publication numbers. At the bottom of this page provide additional search functionality to the IBM Publications Center.

Search on

Publication number  -  -  (xxxx-xxxx-xx)

List

- All publications
- Only orderable publications
- Only online publications (read/download)



## If you don't find what you need with e-support, your next stop should be 1-800-IBM-SERV for Hardware Support

Your call will connect you to an IBM Remote Technical Support Center Specialist. This individual will diagnose the hardware problem

and, if unable to resolve, create a plan which could include recommending parts and/or dispatching an IBM System Services Representative (SSR) to your site.

You can reach IBM's Hardware Support at anytime by dialing **1-800-IBM-SERV**. If the problem is not being handled to your satisfaction, the Service Delivery Manager or Duty Manager will be

happy to become personally involved.

This service is provided under the product warranty and maintenance terms.

## Or call 1-800-237-5511 for Software Support

Your call to Software Support gives IBM the opportunity to consistently meet your expectations by providing:

- ◆ Rapid response to your requests
- ◆ Fast relief for high impact problems
- ◆ Timely problem resolution
- ◆ High quality fixes and information
- ◆ Up-to-date installation and basic product usage information.

NOTE: To be eligible for voice support, you must have either a Support Line or Passport/Advantage contract.

You are a valued IBM customer. If, for any reason, we are not meeting your expectations, please call us.

- ◆ Duty Manager: (US) **1-800-237-5511**  
(Canada) **1-800-IBM-SERV**
- ◆ Support Family Information Center:  
(US) **1-888-426-4343**, option 3  
(Canada) **1-800-426-2255**

## When you're not sure, call 1-800-IBM-4YOU

If you encounter a problem of unknown origin, contact your Remote Technical Support Specialist by calling the Hardware or Software Support numbers listed above or call our general access number -- **1-800-IBM-4YOU**. Each will be happy to assist.

### Problem Resolution Using Severity Codes

The following severity codes determine how IBM escalates hardware and software problems. **Report a severity code when placing the initial service request to the IBM Support Center.**

#### Severity 1— CRISIS

- ◆ The system (or a major application or component) goes down, critically impacting a customer's ability to do acceptable business.
- ◆ No bypass alternatives are available.
- ◆ Severity 1 requires total commitment of equipment and personnel by the customer and vendors to resolve the problem. The respective management groups are responsible for assigning personnel.

#### 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.

# IBM Global Services for IBM @server Servers -- Overview

## Why IBM Service?

IBM is uniquely qualified to deliver a caliber of service and support that allows businesses to concentrate on doing business. Why? Because:

- ◆ 116,000 people worldwide deliver IBM support and service in 164 countries.
- ◆ 2,500 IBM support specialists handle thousands of customer and Business Partner calls each month, in 23 languages from nine HelpCenters around the world.
- ◆ Maintenance parts are available from 125 parts-stocking locations (US); 479 locations (worldwide).

## What IBM Services are available for your IBM @server iSeries?

If you would like details on any of the services below, reference the services list at <http://www.ibm.com/services/fullservice.html> or call your IBM Sales Representative.

<b>Integrated Technology Services</b>	<ul style="list-style-type: none"> <li>◆ Business Continuity and Recovery</li> <li>◆ e-business Infrastructure</li> <li>◆ Information Technology Consulting</li> <li>◆ Infrastructure and Systems Management</li> <li>◆ IT Consolidation</li> </ul>	<ul style="list-style-type: none"> <li>◆ IT Product Training</li> <li>◆ Networking and Connectivity</li> <li>◆ Technical Support</li> <li>◆ Total Systems Management</li> </ul>	
<b>Product-Specific Services</b>	<p><b>@server Services</b> (See following pages for more information)</p> <ul style="list-style-type: none"> <li>◆ IBM @server iSeries</li> </ul>	<p><b>Storage Services</b></p> <ul style="list-style-type: none"> <li>◆ Infrastructure and Systems Management</li> <li>◆ Networking &amp; Connectivity</li> <li>◆ Technical Support</li> </ul>	<p><b>Software Services</b></p> <ul style="list-style-type: none"> <li>◆ Self Help</li> <li>◆ Base Support (included with the License Charge)</li> <li>◆ Enhanced Support</li> <li>◆ IBM Support Family of Services</li> <li>◆ Planning</li> <li>◆ SmoothStart</li> <li>◆ Alert</li> <li>◆ Support Line</li> <li>◆ Electronic Support</li> <li>◆ Consult Line</li> <li>◆ Performance Management</li> <li>◆ Lotus Passport Advantage</li> <li>◆ Tivoli Maintenance/Support</li> </ul>
<b>Business Innovation Services</b>	<ul style="list-style-type: none"> <li>◆ Business Innovation</li> <li>◆ Business Intelligence (BI)</li> <li>◆ Custom System Integration</li> <li>◆ Customer Relationship Management (CRM)</li> <li>◆ Digital Branding / Marketing</li> <li>◆ Procurement</li> </ul>	<ul style="list-style-type: none"> <li>◆ e-business Strategy and Design Consulting</li> <li>◆ e-Commerce</li> <li>◆ Enterprise Resource Planning (ERP)</li> <li>◆ Knowledge Management</li> <li>◆ Merger and Acquisition</li> </ul>	<ul style="list-style-type: none"> <li>◆ Security and Privacy</li> <li>◆ Skills Development for e-business</li> <li>◆ Supply Chain Management</li> <li>◆ Web Application Development</li> </ul>
<b>Strategic Out-sourcing Services</b>	<ul style="list-style-type: none"> <li>◆ Application Management</li> <li>◆ Desktop Out-sourcing</li> </ul>	<ul style="list-style-type: none"> <li>◆ Network Out-sourcing</li> <li>◆ Data Center Out-sourcing</li> </ul>	<ul style="list-style-type: none"> <li>◆ e-business Hosting</li> </ul>
<b>Learning Services</b>	<ul style="list-style-type: none"> <li>◆ World's largest IT training provider</li> </ul>	<ul style="list-style-type: none"> <li>◆ Delivers thousands of courses daily in 55 countries</li> </ul>	

# IBM @server iSeries (AS/400) Services

## IBM @server iSeries (AS/400) Services

<http://as400service.ibm.com/supporthome.nsf/document/19251245>



### iSeries Services include:

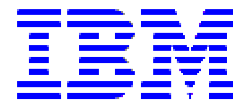
- ◆ ASP/Hosting/Outsourcing
- ◆ Business Intelligence
- ◆ Domino
- ◆ e-business
- ◆ Business to Business
- ◆ ERP
- ◆ CRM
- ◆ SCM
- ◆ Installation/Distribution
- ◆ IBM Support Services
- ◆ High Availability
- ◆ Professional Services
- ◆ Server Consolidation
- ◆ Systems Management



### Additional Services Available for iSeries

- ◆ Software Subscription
- ◆ Program Services
- ◆ PM/400





## Helpful IBM URLs

Corporate Home Page .....	<a href="http://www.ibm.com/">http://www.ibm.com/</a>
Business Continuity and Recovery Services .....	<a href="http://www.ibm.com/services/continuity/recover1.nsf">http://www.ibm.com/services/continuity/recover1.nsf</a>
Technical Support Home .....	<a href="http://www.ibm.com/support/">http://www.ibm.com/support/</a>
@server Support Home .....	<a href="http://www.ibm.com/server/support/">http://www.ibm.com/server/support/</a>
iSeries (AS/400) Home .....	<a href="http://www.ibm.com/eserver/Iseries/">http://www.ibm.com/eserver/Iseries/</a>
iSeries (AS/400) Hardware .....	<a href="http://www.ibm.com/servers/eserver/series/hardware/">http://www.ibm.com/servers/eserver/series/hardware/</a>
iSeries (AS/400) Software .....	<a href="http://www.ibm.com/servers/eserver/series/software/">http://www.ibm.com/servers/eserver/series/software/</a>
iSeries (AS/400) Services Network ..	<a href="http://as400service.ibm.com/supporthome.nsf/document/19251245">http://as400service.ibm.com/supporthome.nsf/document/19251245</a>
Global Financing .....	<a href="http://www.ibm.com/financing/webprod.nsf/ID/778AA4">http://www.ibm.com/financing/webprod.nsf/ID/778AA4</a>
Global Services Consulting .....	<a href="http://www.ibm.com/services/">http://www.ibm.com/services/</a>
Operating Systems Home .....	<a href="http://www.ibm.com/software/os/">http://www.ibm.com/software/os/</a>
Products and Services .....	<a href="http://www.ibm.com/products/">http://www.ibm.com/products/</a>
Redbooks .....	<a href="http://www.redbooks.ibm.com/">http://www.redbooks.ibm.com/</a>
Software Home .....	<a href="http://www.ibm.com/software/">http://www.ibm.com/software/</a>
Technical Support Directory (Global) .....	<a href="http://www.ibm.com/planetwide/">http://www.ibm.com/planetwide/</a>
Technical Support Directory (US) .....	<a href="http://www.ibm.com/planetwide/us/">http://www.ibm.com/planetwide/us/</a>
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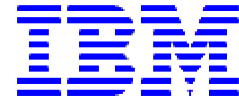
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# Phone Directory of IBM Support



**Customer Service Center** ..... 1-800-IBM-4YOU (426-4968) <sup>c</sup>

- *A single point of contact if you do not know who to call at IBM*
- *Provides assistance and information on IBM products and services,*
- *seminars and classes, marketing assistance, and more*

**Learning Services** ..... 1-800-IBM-TEACH (426-8322)

- *To receive information and/or enroll, call between 7 AM - 7 PM CST*
- *Monday - Friday.*

**Software Support Center** ..... (US) 1-800-237-5511  
..... (Canada) 1-800-IBM-SERV

- *Serves as the primary contact for software problem reporting*
- *Accepts calls for software technical support covered by an: IBM Licensing Agreement and Support Contract*
- *Notifies local IBM assistance if customer requests to contact them*

**Hardware Support Center** ..... 1-800-IBM-SERV (426-7378)

- *Serves as the primary contact for hardware problem reporting*
- *Accepts calls for repairing hardware covered by an IBM Maintenance Agreement*
- *Notifies local IBM management if customer requests to contact them*

**Publication Orders (including Redbooks) and System Library Subscription Service (SLSS) Support** . 1-800-879-2755 <sup>c</sup>

- *To order publications or to receive System Library Subscription Service (SLSS) support*

## **DID YOU KNOW?**

*IBM is the world's largest and most-experienced hosting services provider, managing 73,000 servers in 133 global data centers.*

***Fifteen of these centers focus exclusively on e-business, and in partnership with AT&T, KPNQwest and Qwest, IBM is opening 65 additional e-business hosting centers across the United States and Europe.***