

**TOC****INDEX****VIEW****R09 xSeries Support Options****by Jack Jones and Monique Rosales**

You have questions concerning xSeries, we have answers. How to's. A review of xSeries support options. How to assists your customer to be a Self Maintainer, an Authorized Service Provider, ITS's Service Pac's or how get International Warrant Service. DOA, Mechanical and Policy Replacements request. Receive a Customer Support Plan, understand the roles and responsibilities of the GSSC, Raleigh HelpCenter, xSeries Project Office and xSeries Product Engineering. \*\*This session is targeted toward IBM Representatives and Business Partners.