IBM Retail Store Solutions

IBM

Services and Support
Support Line Premium and Software Maintenance

Sales reference guide

Support Line Premium

Support Line Premium is software technical support (via phone and Web) for International Customer Agreement (ICA) products. Specifically, it provides access to support personnel via the RSS Technical Support Web site or a toll-free number, support for configuration and installation questions (including defect problems), 24x7 coverage for 'store down' situations, a maximum two-hour initial response during prime time, and a maximum four-hour response during off-shift periods. Most software products available from IBM Retail Store Solutions are ICA and eligible for Support Line Premium coverage *(see list on page 3)*.

Software Maintenance

For products under the International Product License Agreement (IPLA), Software Maintenance includes technical support (via phone and Web) plus software subscription, which includes access to software upgrades as they become available during the coverage period. The new products and new versions of existing products administered under IPLA that will offer Software Maintenance are as follows:

- *IBM 4690 OS V3 (5639-M77)*
- *IBM SurePOS™ ACE V3 (5724-I05)*
- *IBM SurePOS ACE Electronic Payment Support (5724-I06)*
- *IBM ACE Independent Grocer Program (5799-RYH)*
- *IBM VisualStore (5639-N93)*
- *IRES High End Server (5799-RYL)*
- *IRES Low End Server (5799-RYN)*
- *IRES POS Client (5799-RYR)*
- *IBM Self Checkout Server Application (5639-P38)*
- *IBM Self Checkout Client Application for 4690 OS (5697-I96)*

Software technical support and subscription are included as part of the Software Maintenance charge for the first year. Following the one-year anniversary, Software Maintenance must be renewed to continue coverage. We are moving to Software Maintenance on some RSS software products to align ourselves with other IBM software brands and with the software industry in general. More importantly, Software Maintenance addresses customer requirements for consistency of support offerings.

Comparison chart

Support Line Premium	Software Maintenance
Associated with ICA licensed products	Associated with IPLA licensed products
Covers support only	Covers both support and upgrade protection
Available only in U.S. and Canada	Available worldwide
Contract typically runs 12 months (from January 1 to December 31)	Contract typically rolling for 12 months from date of purchase
Price calculated on a per controller or per store basis	Price calculated according to number of controllers and terminals
Support obtained via a support contract (renewable in 4Q)	Orderable via a PID number
Cost subject to change	Predictable costs

Products eligible for Support Line Premium
- *IBM 4680-4690 General Sales Application (5696-546)*
- *IBM 4680-4690 Supermarket Application (5696-536)*
- *IBM 4680 Chain Drug Sales Application (5669-212)*
- *IBM 4680 Supermarket Electronic Marketing Support (P85218) (5799-PNH)*
- *4690 Enhanced Remote Operator (P85489) (5799-QRQ)*
- *IBM Supermarket Value Pack (P85536) (5799-QZH)*
- *IBM Supermarket Value Pack 2001 (5639-M34)*
- *IBM Electronic Journal for 4690 OS V2.1 (5697-G45)*
- *Retail Connectivity Option for AIX, Microsoft® Windows® NT® and Windows 2000 (5648-A86)*
- *Retail Connectivity Option for and SCO UNIX® (P85516) (5799-QXG)*
- *4610 Printer PRPQ Support*
- *Driver Support*

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