

**IBM System x Business Partner Warranty Service Program - Service & Support  
Guidelines (PFP Countries)**

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**Online version is the Master.**

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## **IBM Warranty Service Provider**

### **Service Support Guidelines - EMEA**

#### **Version 3**

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**This SSG applies to the performance of IBM System x Warranty Service  
For use in the following countries:**

**Applicable to:** Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Liechtenstein, Luxemburg, Netherlands, Norway, Poland, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom.

### **Preamble**

Some of the wording found in this document is duplicated from your applicable agreement and is included in this document for informational purposes only. The terms of your applicable agreement will prevail in case of any conflict of terms.

### **Introduction**

In order to assure and improve the consistency and quality of delivery of warranty service to end users, IBM has created a set of service quality standards by which all warranty and service transactions for IBM System x Products should be conducted.

This document outlines the requirements to be met by each of your Service locations before IBM will approve you to provide IBM Warranty Service. The document also outlines the requirements you must meet to retain approval to provide IBM Warranty Service.

## **Warranty Service Provider Responsibilities**

### **1 Application Criteria**

The following details the minimum criteria, common to all Products subject to this program, necessary for each IBM Business Partner and each of its service locations applying for approval to become an IBM Warranty Service Provider for applicable IBM Products.

#### **1.1 Each Business Partner must :**

- A) have a current IBM Business Partner Agreement for IBM System x Products (authorising you to purchase directly from IBM)

**OR**

B) have a Partnerworld Agreement at Premier or Advanced Level and have achieved a minimum of either \$50k of System x SystemSeller revenue or \$100k of System x total hardware revenue at an enterprise level, purchased from - and as reported by - Distributors approved under an IBM Business Partner Agreement for IBM System x Products.

- Provide a support structure for managing customer warranty problems which include the following :

Technical Call Screening

Warranty Entitlement Checking

Call Management

- Maintain a process that ensures a high and consistent level of customer satisfaction as measured through service delivery evaluation.
- Operate a Quality Management System (such as ISO 9000 or equivalent)

which can be demonstrated at IBM Warranty Service Provider Reviews and which encompasses the following :

Maintenance Parts Control

Maintenance Service Processes/Performance

Customer Call Handling and Problem Resolution

Technical Education

### **1.2 Each service location must :**

- Have a minimum of 2 service technicians per service location.
- Have a full engineering facility with suitable work area and Electrostatic Discharge Protection.

## **2 Warranty Service Provider Criteria**

In addition to the above application criteria, the following ongoing IBM Warranty Service Provider criteria must all be met by each IBM Warranty Service Provider and each of its service locations to maintain IBM Warranty Service Provider status.

### **2.1 Each IBM Warranty Service Provider must :**

- Meet Warranty Service Delivery Conditions. See section Warranty Service Delivery Conditions for further details.
- Maintain records of their details (current contact names, addresses, phone numbers and trained service personnel) on the ServiceBench Internet site.
- Pay a one-time IBM Warranty Service startup fee of \$750. The startup fee applies to new approved Warranty Service Providers only.
- Pay an annual subscription fee starting in the second year of your IBM Warranty Service approval. The fee may range between \$0 to \$500 depending on performance and claims volume. See section Service Program Levels for further details.

### **2.2 Each service location must :**

- Be recorded [under the "Details of Our Relationship" section](#) of your IBM Business Partner Agreement or the IBM Warranty Service Agreement.
- Meet Warranty Service Quality Conditions. See section Warranty Service Quality Conditions for further details.

- Maintain sufficient stock of original IBM parts to support product warranty service response time and to maintain high level of customer satisfaction.
- Have a minimum of 2 service technicians per service location approved through the IBM Warranty Education Program and maintain this level of education through attendance at any Warranty Education update as required by IBM. See section Warranty Education Program for further details.
- Participate in the implementation of Safety, Recall, Rework or Engineering Change announcement (ECA) which affects Products.
- Ensure dedicated system access to IBM's Warranty Claims System and Technical support sites at each location.
- Submit all warranty claims electronically via ServiceBench or any other Warranty Claims system that IBM may introduce.

## **Warranty Service Delivery Conditions**

### **Customer Carry-In Repair (CCR)**

The defective product is repaired at IBM's - or IBM Warranty Service Provider's location and made ready for collection before end of 4th business day, after the day of carry in by the customer.

### **IBM On-site Repair (IOR)**

IBM or an IBM Warranty Service Provider dispatches a trained technician to repair the IBM product at the customers premises, entitled for on site warranty, depending on the announced terms for the Product, but not later than the end of the business day following the day the customer called for Service.

## **Warranty Service Quality Conditions**

The following Warranty Service Quality measurements and targets apply to IBM Warranty Service Providers:

### **Warranty Service Quality Measurements**

The Service Quality Measurements have been simplified and are now reduced to Performance Index and valid claims volume in separate measurements:

- **Performance Index (PI)** is calculated from a formula with a mix of two different measurements and their respective weighting factors of 50%. The two measurements are:

**First Time Fix (FTF)** means a repair action that leads to a Machine problem resolution, when there has been no initiated warranty claim for the same Machine during last 30 days.

**Parts per Claim** means an average of spare parts usage per warranty claim, measured on those claims where parts are used.

The Performance Index calculations are based on the average performance of the Brands the IBM Warranty Service Provider have serviced in the period. The Formula is:  $PI = ((FTF * 0,5) + ((1/PPC) * 0,5)) * 10$ .

### **Warranty Service Performance Targets**

A minimum performance level is set in each of the above measurements which must be achieved by the IBM Warranty Service Provider to maintain IBM Warranty Service Provider approval.

The Minimum performance targets are: Performance Index 8.0, Lower Performance Index score will trigger a Business Partner action/improvement plan and IBM may withdraw the approval to perform IBM Warranty Service for Products after 3 months notice.

## **Review**

Your approval as an IBM Warranty Service Provider is based on a service location basis and will be reviewed quarterly based on performance according to the Warranty Service Quality Conditions.

Your IBM Warranty Service Manager will also review your compliance to each of the criteria stated in these Service Support Guidelines by visiting your service locations, for which review IBM may require your assistance. This review will take place at regular intervals, agreed between both IBM & the IBM Warranty Service Provider.

If any service location(s) fail to meet the criteria's stated in these Service Support Guidelines (including training requirements and performance), it will trigger an IBM Warranty Service Provider action/improvement plan and IBM may withdraw the approval to perform IBM Warranty Service for the affected Products after 3 months notice.

An IBM Business Partner can not apply to become an IBM Warranty Service Provider again within 1 year from the date approval was withdrawn.

New IBM Warranty Service Providers will be allowed a 6 month period to achieve minimum service levels and service quality will be monitored throughout that period.

Information of performance against the Warranty Service Quality Measurements will be made available on a monthly and quarterly basis for continuous reference and possible actions.

## **Warranty Claims Procedures**

### **Warranty Claims System:**

All warranty claims should be submitted electronically through ServiceBench. The Internet address is <http://www.servicebench.com/branding/ibmxemea>. The IBM Warranty Service Provider is required to complete all mandatory fields within this electronic form. The claim request cannot be sent electronically to IBM without completion of these fields.

All warranty claims should be validated before being submitted electronically to ensure IBM Warranty Service is performed only on eligible IBM Machines,

per IBM's guidelines and within their applicable Warranty Period.  
All claims must be submitted within 15 days of the Machine failure to qualify for labour reimbursement.

**Labour Reimbursement:**

The rates and methods for labour and travel reimbursement shall be determined by IBM and can be obtained from your Warranty Service Manager or local IBM warranty team.

Invoices for performed IBM Warranty Service must be received by IBM within 90 days from the date IBM sent you an advice note to qualify for payment.

**Cross Claims:**

IBM may provide you with a replacement part before receiving the defective part in the IBM warehouse, this is known as a Cross Claim. All defective parts, related to such claims, delivered in advance by IBM, should be returned to IBM within a maximum of 15 calendar days, or as established and communicated in the country if the return period is shorter, from the claim submission or will be subject to charge.

For further help and questions on how to use ServiceBench, how to get access and the associated processes and reimbursement rates within your respective country, please contact the EMEA Business Partner Warranty Support Centre via email at [ebpwsc@uk.ibm.com](mailto:ebpwsc@uk.ibm.com)

**ServiceBench.com**

It is possible for an IBM Warranty Service Provider to view its own IBM Warranty Service performance on the ServiceBench.com Internet site and the performance reports will be made available on an ongoing monthly and quarterly basis.

The ServiceBench.com Internet site may contain information such as:

**Monthly / Quarterly Service Performance Records**

- Performance records monthly / quarterly

- Performance records per brand
- Customer satisfaction data

### **Warranty Claims information**

- Claims history
- Claim reporting

Access to ServiceBench will be provided via your unique Company ID and your Personal ID and Password. These will be provided by your company Service Manager when your company has been registered in IBM's ServiceBench System as a Warranty Service Provider. Your company Service Manager will be able to create all user access to ServiceBench as required by your company. Please contact your IBM Warranty Service Manager who will be able to advise further.

### **Warranty Education Program :**

Your service technicians must complete, and keep up to date, the training requirements that IBM specifies in the IBM Warranty Service Provider Training Roadmap (the latest roadmap can be found on the ServiceBench site under 'My News')

The IBM Warranty Service Provider Training Roadmap is differentiated by IBM Products, to provide the knowledge and skills required to deliver IBM Warranty Service. Passing the tests of the mandatory courses described in the roadmap above will be required for new service technicians to be approved to provide IBM Warranty Service on Products.

The IBM Warranty Service Provider Training Roadmap has the following structure:

- 1) Industry standard certification, Server+ that will be valid for as long as the courses are valid on the IBM Warranty Service Provider Training Roadmap.
- 2) IBM specific product knowledge. These courses are designed to be



delivered via the IBM Web Learning Services Portal, these contain detailed technical information of current IBM Products. At the end of each web based course your service technicians will be referred to a specific site to take the relevant on-line tests that must be passed to achieve certification. Your service technicians certification will be valid for as long as the courses are valid on the IBM Warranty Service Provider Training Roadmap. Access details for the WLS Portal will be provided to you by your Warranty Service Manager

3) Test out option that is to the same level as the classroom course XW0001 and XW0011. This option is available once a year and shall if not passed be followed by the Hands-alternative mentioned in point 4.

4) Hands-on classroom courses. These courses are designed to focus on product problem determination and repair skills. Service technicians on these courses will be tested on the contents of the prerequisite education in the beginning of the course and will be required to pass a final test at the end of the course to achieve certification. Certification will be valid for a one year period. (These courses are available on request)

An automatic check of technician education status will be performed prior to any claims being accepted. Claims that are filed without the above training requirements in place will be rejected.

## **Warranty Service Provider Profile Management**

Each IBM Warranty Service Provider can view and update their own contact details and view their technicians training records from the same Internet site.

The ServiceBench Internet site may contain information such as:

### **IBM Warranty Service Provider Profile**

- Contact information
- Service capabilities

## **IBM Warranty Service Provider Training Records**

- Access to all IBM technical training information
- View of trained technicians

## **IBM Technical Support Information**

- Service and Support Guidelines
- ECA's and Business Partner Tips
- Personal Computing Support
- Warranty information lookup
- Parts information lookup

The Internet address is: <http://www.servicebench.com/branding/ibmxemea>

The IBM Warranty Service Provider must maintain records of his own details (current contact names, addresses, phone numbers and trained technicians) on the ServiceBench Internet site.

For further help and questions on how to use the ServiceBench Internet site and how to get access, please contact the EMEA Business Partner Warranty Support Centre via email at [ebpwsc@uk.ibm.com](mailto:ebpwsc@uk.ibm.com)

## **IBM Support**

IBM provides comprehensive support facilities for its IBM Warranty Service Providers. The following list of facilities is not complete and further information is available through your IBM Warranty Service Manager

### **Parts**

IBM will accept cross warranty claims and provide a replacement part before the returned part has arrived to IBM. Such parts should be returned to IBM within a maximum of 15 calendar days, or as established and communicated in the country if the return period is shorter, to avoid incurring an additional charge.

You agree to submit defective parts for replacement free of charge to IBM.

## **Education**

Education on IBM Products and IBM Warranty Service is available through a variety of routes including :

- IBM Web Learning Services Portal for IBM System x Products
- Electronic Support Kits for education on new Products.
- Self Teach Internet courses

Please refer to your IBM Warranty Service Manager for additional information.

## **Support Kits**

IBM may provide Support Kits in electronic format, documents, tools and education for new Products. They allow the IBM Warranty Service Providers service technicians to become familiar with new Products and to maintain them with a high level of service.

They may contain any of the following:

- Setup Documents☐
- Maintenance Manuals☐
- Education materials/videos☐
- Self Study Courses☐
- User Handbooks☐

## **EMEA Helpcentre**

The EMEA Helpcentre offers a centralised telephone support facility during normal business hours to IBM Warranty Service Providers, with backing from development laboratories World Wide.

## **Online Technical Support :**

The online technical support resources can be found on the eSupport Internet site <http://www.ibm.com/support>. This site contains all the information that is also available to our customers.

## **Guidelines Revisions and Updates / General Warranty Service Information**

IBM may change the Warranty Service Provider Service Support Guidelines at its sole discretion on one month's notice. The most current version of these Guidelines and additional information related to Warranty Service can be found at <http://www.servicebench.com/branding/ibmxemea>. A hardcopy version of revised Guidelines shall be available upon request.

## **Process for IBM Business Partners who want to obtain IBM Warranty Service Provider status**

Applications to become an IBM Warranty Service Provider are invited from current Business Partners who wish to provide IBM Warranty Service according to the criteria detailed in this document.

IBM will appraise your application, meet with you and visit your service locations to discuss any open criteria/concerns that you may have.

IBM will inform you, in writing, whether the application has been accepted or declined.

Upon acceptance, IBM will then reimburse your approved service location(s) for warranty labour and provide those location(s) with parts on an exchange basis.

The approval of your service location(s) as IBM Warranty Service Provider will be reviewed at regular intervals. If your approved service location(s) fail to meet the criteria IBM may withdraw the approval to perform IBM Warranty Service for the affected Products.

## **Pay for Performance Program**

The main reasons for the pay for performance program are to enhance quality of service and customer satisfaction, and to reward IBM Warranty Service Providers who succeed in those areas and achieve the highest levels of performance.

The four bands of Quality Service Premium ( QSP ) will continue for superior performance in IBM Warranty Service. These Quality Service Premium bands range from 15%, 25%, 50% and 80%.The Quality Service Premium ( QSP ) includes all IBM System x Products in open distribution.

The following table displays the performance requirements for each QSP level:

<b>Performance Index</b>	<b>Claims</b>	<b>Quality Service Premium</b>
< 8.0		Below Minimum Performance
8.0 <= PI < 8.8		Minimum Performance
8.8 <= PI < 9.2	5	15%
9.2 <= PI < 9.6	5	25%
9.6 <= PI < 9.9	5	50%
9.9	5	80%

Quality Service Premium (QSP) payments are only applicable for Performance Index (PI) 8.8 and higher (8.8, 9.2, 9.6, 9.9) and calculated as a percentage of total labour reimbursement in the past quarter for qualifying warranty claims for all brands serviced.As well as having Performance Index at a minimum level of 8.8 each Warranty Service Provider need to have a minimum of 5 claims per quarter to be entitled to QSP. Business Partners will be rewarded at the QSP level of their lowest performance level.

As measured over a quarter, an IBM Warranty Service Provider who qualifies for a QSP would be reimbursed an additional 15%, 25%, 50% or 80% (depending on the QSP level) of the repair labour component of all qualifying warranty claims in that period. The QSP excludes any travel reimbursement

for onsite service. The rates and methods for labour and travel reimbursement shall be determined by IBM and can be obtained from your Warranty Service Manager.

IBM will provide you with performance related data and any PffP reimbursements will be administered on a quarterly basis through the normal, in-country, warranty claims system.

## **Service Program Levels**

All IBM Warranty Service Providers approved service locations will be categorised into 2 different Service Program Levels. The two levels are named: Warranty Service Provider and Premier Warranty Service Provider. The selection of Service Program Level is done on the basis of quarterly Claims volume and past quarterly performance as detailed below. The Service Program Levels are reviewed annually in order to determine your annual subscription fee.

A listing of the benefits and requirements for the different Service Program Levels can be found below:

- **Service Program Level 1 (Warranty Service Provider)**

**Benefits:**

A percentage discount on IBM service education

IBM Warranty Service reimbursement (at country rate)

Report information via Internet

Warranty Helpdesk & Country support

A reduced annual subscription fee of \$500 (which constitutes a 25% discount off the annual base fee)

Technical phone support

**Requirements:**

Achieve minimum performance standards per quarter

Meet all training requirements as specified in the IBM Warranty Service Provider Training Roadmap

Have Internet/email capability

Complete and keep up to date an electronic Business profile (ServiceBench)

- **Service Program Level 2 (Premier Warranty Service Provider)**

**Benefits:**

(Additional to the ones from previous Tiers)

Yearly training event invitation opportunity (as described in below chapter “Premier Performance”)

No annual subscription fee

**Requirements:**

(Additional to the ones from previous Tiers)

Achieve Premier service volumes (minimum 80 claims per year)

Achieve Premier IBM Warranty Service performance (qualified for QSP in 3 of the last 4 quarters)

## **Premier Performance**

IBM plans to recognise the IBM Warranty Service Providers that qualify for “IBM Premier Service Program Level” for their high quality performance.

In addition to the QSP Bonus, European Premier IBM Warranty Service Providers will have the opportunity to be invited to a yearly Training event. Places at the event will be allocated according to performance (measured by Customer Satisfaction Scores and Performance Index) Invitations and further details of this event will be sent to relevant parties once a year.

### **► General Information**

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