

## SERVICE PROVIDER QUALITIES

Service providers generally have one or more of the following:

- Service orientated and actively engaged
- Good understanding of products and technology
- Willingness to invest resources and effort
- Strong partnership with IBM

## KEY CONTACTS

To obtain further information regarding this program please contact:

- **EMEA Business Partner Warranty Support Centre**

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- **EMEA Program Consultants**

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## RESOURCES AND TOOLS

### *Business Partner Resources*

- Warranty Service Providers
- Web based training
- Training road maps
- Warranties, licenses and maintenance
- Warranty lookup
- Web tool for claim submission
- PartnerWorld

### *Service and Support Tools*

- Technical support for IBM systems
- Product publications
- IBM Dynamic System Analysis
- IBM Knowledge Centre
- Central support team of subject matter experts

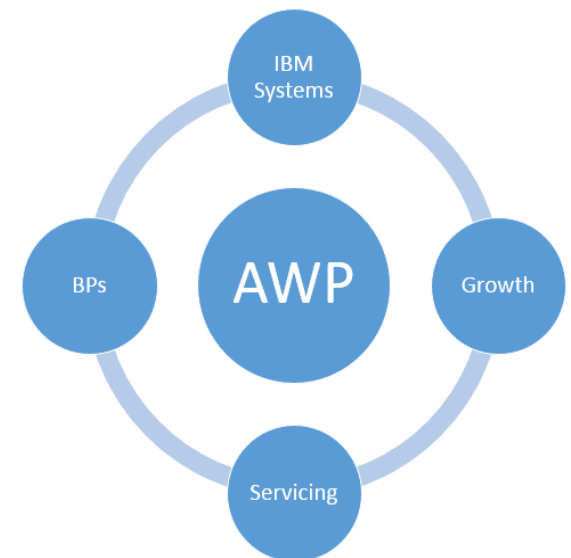
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## Alternative Warranty Program

## EMEA Information Guide



## OVERVIEW

The market place has changed. Clients require faster problem resolution and higher levels of overall service performance. IBM's Alternative Warranty Program can provide you with the support required to help you keep pace of these ever growing demands.

Authorised Warranty Service Providers can be approved by IBM to offer base warranty services on IBM products. As an Authorised Warranty Service Provider (AWSP), delivering warranty service has the potential to increase your visibility and value to your clients, and provide a revenue stream which may lower costs and improve margins.

## BENEFITS

### *Business Partners*

- Enhance credibility with your clients
- Strengthen partnership with IBM
- Potential for business growth
- Ensure quality of service delivery
- Increased offerings portfolio
- Technical skill development via web based training
- Financial benefits - labour and travel costs reimbursed

### *Business Partner Clients*

- Optimised support through Business Partners as a 'one stop shop' for both sales and warranty service
- Local expert support

## KEY PROGRAM ELEMENTS

### *Reimbursements*

Labour & travel costs are paid for each warranty repair performed by an AWSP. Payments are based on the type of product e.g. Storage, Power, Software Appliances and component type (e.g. Client Replaceable Unit; CRU).

### *Parts*

Parts for warranty service are provided free of charge from IBM's worldwide parts infrastructure. Parts ordering service provides notices and status on parts disbursements and returns. Parts service will be Next Business Day (NBD) 9x5, based on commercially reasonable effort.

### *Training*

Training is web based and is offered free of charge. Service technicians must take the relevant educational training associated with the type of machine to be serviced and pass certification training tests.