



GTS - Infrastructure Support Services
Maintenance and Technical Support Services – NorthEast and SouthWest Europe

System x (xSeries) & BladeCenter Software Support ServicePacs and Associated Offerings

Update # 5 for Business Partners



David Liles

Pan-IOT Portfolio Awareness

IBM Global Services – Global Technology Services – Infrastructure Support Services

Monday 12th February 2007

Welcome

to the 5th Update for IBM Business Partners on System x and BladeCenter services available in Europe.

This update is for System x and BladeCenter Partner sales teams providing background information on the Software Support (primarily ServicePac) and some of the other Services offerings available from Infrastructure Support Services / Technical Support Services and Maintenance in the North-West and South-East Europe Integrated Operating Teams (IOTs).

The aim of this update is to ensure you and your colleagues are aware of what ServicePacs and other services can compliment and be attached to IBM System x and BladeCenter sales, to increase the overall solutions value proposition and help you WIN in the market.

Thank you for taking the time to read this update, for selling our ServicePacs and all the very best for 1st Quarter 2007.

David Liles - 12th February 2007

CONTENTS

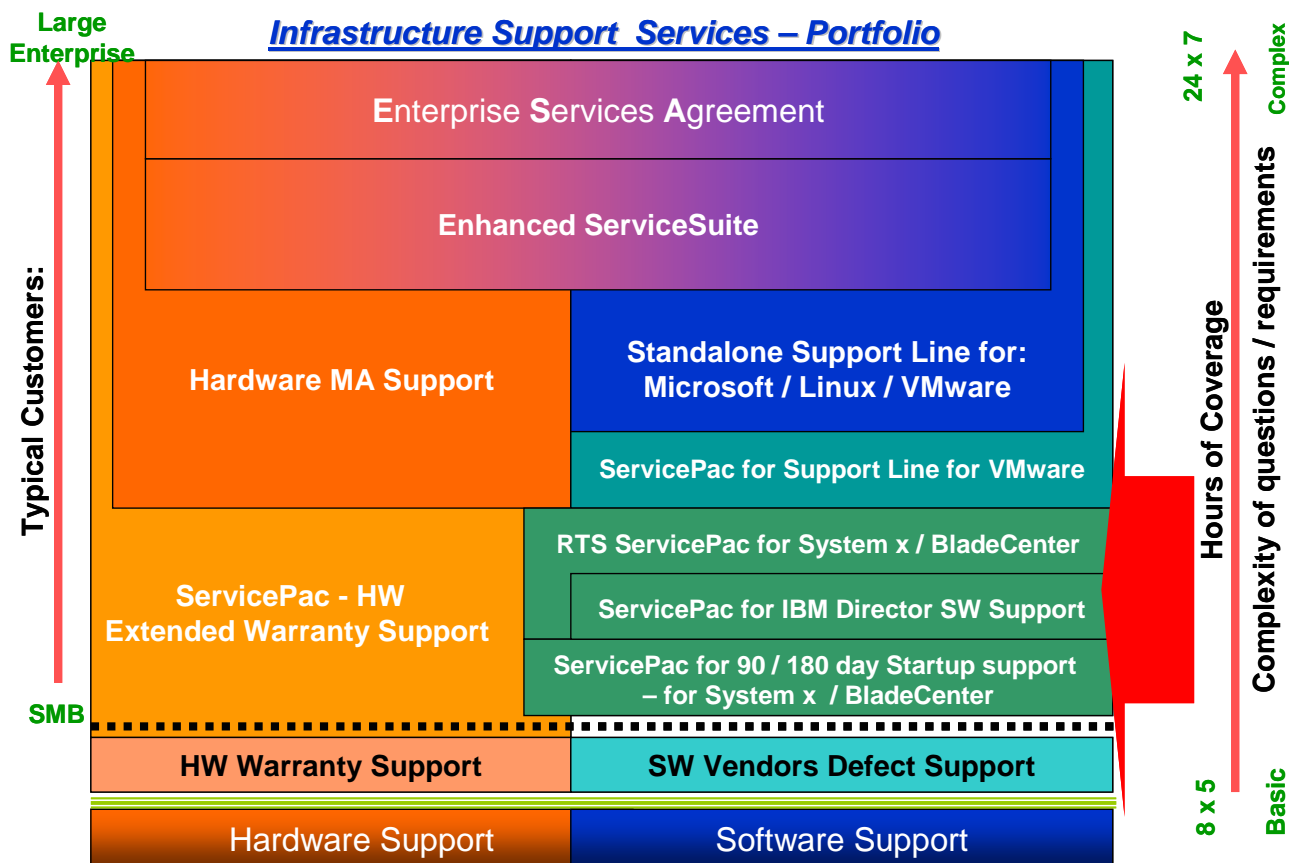
1. Positioning ISS Software Support Services	Page 4
2. News Update	Page 5
3. System x and BladeCenter SW Support ServicePac part #'s and prices	Page 8
4. ServicePac for 90 / 180 day Startup Support Offerings	Page 10
5. ServicePac for IBM Director Software Support Offering	Page 12
6. RTS – ServicePac for xSeries / System x / BladeCenter Offerings	Page 14
7. ServicePac for Support Line for VMware on xSeries / System x and Blades	Page 18
8. Support Line for Windows / Linux / VMware / Citrix offerings	Page 21
9. Enhanced Technical Support (ETS)	Page 22
10. System x Cluster e1350 Support + Services	Page 25
11. System x + BladeCenter support for IBM Business Partners	Page 26
12. Microsoft Windows Server 2003, Datacenter Support + Services	Page 28

APPENDICES

A. xSeries / System x Remote Technical Support Call Flow Process	Page 29
B. Software Support Telephone Numbers	Page 30
C. Software Support ServicePac 'New ordering and registration process'	Page 31
D. Definitions – Warranty + Maintenance Services	Page 32
E. Contracting Methods	Page 33
F. VMware Systems Compatibility Guide	Page 35

1. Positioning ISS Software Support Services

The following diagram is designed to help you position the remote technical support services delivered by ISS – Infrastructure Support Services in the North-East and South-West IOT's.



Starting from the bottom up we have positioned the 90 / 180 day startup support offerings as the 'base' option which can be attached to any System x or BladeCenter sale.

Moving up through the diagram from the smallest SMB customer with basic technical requirements during office hours, through to the complex needs of enterprise clients wanting 24 x 7 support.

From this we have the product focused IBM Director ServicePac offering, the new Remote Technical Support Offerings which provide an integrated level of support through to the Support Line and ServiceSuite offerings.

2. News Update

New ServicePac Web Pages

We are pleased to announce a new European web page with information about our ServicePac offerings including:

- [WAMO / Extended Warranty / RTS / Education](#)
- [Links to country ServicePac pages](#)
- [Links to Product Selector](#)
- [Links to ServicePac registration tool](#)
- [Links to Maintenance and TSS external web page](#)
- [Links to ServicePac Terms and Conditions](#)

If you are online simply click on the link below..

[IBM Global Services: ServicePac - Europe](http://www-935.ibm.com/services/us/its/html/servicepac_europe.html)
(http://www-935.ibm.com/services/us/its/html/servicepac_europe.html)

Other Useful Links:

[IBM eServicePac: Online ServicePac registration](http://www-1.ibm.com/services/servicepac/ControllerServlet.wss)
(<http://www-1.ibm.com/services/servicepac/ControllerServlet.wss>)

[ServicePac Overview and link to Terms and Conditions](http://www-5.ibm.com/services/europe/maintenance/servicepac.html)
(<http://www-5.ibm.com/services/europe/maintenance/servicepac.html>)

[IBM Maintenance and Technical Support Services reference materials](http://www-5.ibm.com/services/europe/maintenance/)
(<http://www-5.ibm.com/services/europe/maintenance/>)

[Hardware Maintenance Operational Guides for Europe](http://www-5.ibm.com/services/europe/maintenance/operational-guides.html)
(<http://www-5.ibm.com/services/europe/maintenance/operational-guides.html>)

Earlier News:

90-day Startup Support

We have had several requests to provide a shorter duration /less expensive startup support offering for the high volume market and we have pleasure in confirming the availability of the 90-day startup support offering for System x servers. (See Page 10)

-

Dual-Core / Quad-Core

As mentioned in earlier Sales Updates, all Software Support ServicePacs currently consider a dual-core or quad-core processor as a single CPU, so a server with a single dual-core / quad-core processor is still considered as a 1-way / 1-CPU system.

-

CISCO switch support is included in the RTS ServicePac for BladeCenter – P/N 41C5760 / 41C5761



Infrastructure Support Services – North East and South West IOT's

We are pleased to confirm that we are able to include CISCO switch support within the RTS ServicePac for BladeCenter options. The support includes set up and configuration support up to the first upstream switch(es) from the BladeCenter. (See Page 14)

Matching SW Support ServicePacs to current System x servers

The following tables are designed to allow you to easily match existing servers with their corresponding Software Support ServicePacs

		180 day for xSeries	180 day for BCenter	IBM Director	RTS for xSeries 1 - CPU	RTS for xSeries 2 - CPU	RTS for xSeries 4 - CPU	RTS for xSeries 8 - CPU	RTS for BCenter	VMware 2-way	VMware 4-way	VMware 8-way
BC	8877 / 9720 / 8730		X	X					X			
H520	8839		X	X					X	X		
H821	8853		X	X								
HS40	8832 / 8843		X	X					X	X		
H841	T821		X	X					X			
L820	8850		X	X					X			
L821	7971		X	X					X			
L841	7972		X	X					X			
		180 day for xSeries	180 day for BCenter	IBM Director	RTS for xSeries 1 - CPU	RTS for xSeries 2 - CPU	RTS for xSeries 4 - CPU	RTS for xSeries 8 - CPU	RTS for BCenter	VMware 2-way	VMware 4-way	VMware 8-way
x3105	4347	X		X	X							
x3200	4362 / 4283	X		X	X							
x3250	4384	X		X	X							
x3400	7973 / 7974/ 7975	X		X	X	X						
x3455	7984	X		X	X	X						
x3500	7877	X		X	X	X				X		
x3550	7878	X		X	X	X				X		
x3650	7979	X		X	X	X				X		
x3655	7985	X		X	X	X						
x3755	8877	X		X	X	X	X					
x3800	8865	X		X	X	X	X			X	X	
x3850	8863	X		X	X	X	X			X	X	
x3950	8872	X		X		X	X			X	X	
		180 day for xSeries	180 day for BCenter	IBM Director	RTS for xSeries 1 - CPU	RTS for xSeries 2 - CPU	RTS for xSeries 4 - CPU	RTS for xSeries 8 - CPU	RTS for BCenter	VMware 2-way	VMware 4-way	VMware 8-way



Infrastructure Support Services – North East and South West IOT's

Model	Machine Type	180 day for xSeries	180 day for BCenter	IBM Director	RTS for xSeries 1 - CPU	RTS for xSeries 2 - CPU	RTS for xSeries 4 - CPU	RTS for xSeries 8 - CPU	RTS for BCenter	VMware 2-way	VMware 4-way	VMware 8-way
100	8486	X		X	X							
206	8482 / 8487	X		X	X							
226	8648 / 8648	X		X	X	X				X		
236	8841	X		X	X	X				X		
255	8885	X		X	X	X	X			X		
260	8865	X		X	X	X	X					
306	8836 / 8488	X		X	X							
326M	7869	X		X	X	X						
336	8837	X		X	X	X				X		
343	8847	X		X	X	X						
346	8840	X		X	X	X				X		
365	8861 / 8862	X		X	X	X	X			X	X	
386	8863	X		X	X	X	X			X	X	
445	8870	X		X	X	X	X	X		X	X	X
455	8855	X		X	X	X	X					
460	8872	X		X		X	X				X	
E326	7969	X		X								
		180 day for xSeries	180 day for BCenter	IBM Director	RTS for xSeries 1 - CPU	RTS for xSeries 2 - CPU	RTS for xSeries 4 - CPU	RTS for xSeries 8 - CPU	RTS for BCenter	VMware 2-way	VMware 4-way	VMware 8-way

3 year RTS for System x (xSeries) ServicePacs to compliment the Express Seller program

3 year options are now available for the RTS ServicePacs for System x (xSeries) that are designed to compliment the System x 3 year Warranty Service Upgrades. Combining the two provides clients with hardware and software support to cover most events.

(See Page 16)

3. xSeries and BladeCenter SW Support ServicePac part #'s and list prices:

System x (xSeries) Software Support ServicePacs (Approx. List prices):

ServicePac for 90 day startup support for System x	
Part Number: 43X3840	\$ 156 per server
ServicePac for 180 day startup support for xSeries (System x)	
Part Number: 61P7383	\$ 299 per server
RTS ServicePac for System x (xSeries)	
Part Number: 41C5756	\$ 487 for 1 year for a single 1-CPU server
Part Number: 41C5757	\$ 926 for 1 year for a single 2-CPU server
Part Number: 41C5758	\$ 1677 for 1 year for a single 4-CPU server
Part Number: 41C5759	\$ 2499 for 1 year for a single 8-CPU server
Part Number: 12X6788	\$ 1388 for 3 years for a single 1-CPU server
Part Number: 12X6789	\$ 2640 for 3 years for a single 2-CPU server
Part Number: 12X6790	\$ 4778 for 3 years for a single 4-CPU server
Part Number: 12X6791	\$ 7123 for 3 years for a single 8-CPU server
ServicePac for Support Line for VMware (ESX Server 2.x / VIN Support)	
Part Number: 96P2850	\$ 2250 per annum for a single 2-CPU server running ESX Server 2.x (1 year)
Part Number: 96P2857	\$ 4200 per annum for a single 4-CPU server running ESX Server 2.x (1 year)
Part Number: 96P2858	\$ 7500 per annum for a single 8-CPU server running ESX Server 2.x (1 year)
Part Number: 96P2859	\$ 12000 per annum for a single 16-CPU server running ESX Server 2.x (1 year)
ServicePac for Support Line for VMware (Infrastructure 3 support)	
Part Number: 12X6780	\$ 1380 for 1 year for a single 2-CPU server running VMware Infrastructure 3
Part Number: 12X6781	\$ 2100 for 1 year for a single 4-CPU server running VMware Infrastructure 3
Part Number: 12X6782	\$ 3700 for 1 year for a single 8-CPU server running VMware Infrastructure 3
Part Number: 12X6784	\$ 3933 for 3 years for a single 2-CPU server running VMware Infrastructure 3
Part Number: 12X6785	\$ 5985 for 3 years for a single 4-CPU server running VMware Infrastructure 3
Part Number: 12X6786	\$ 10545 for 3 years for a single 8-CPU server running VMware Infrastructure 3
ServicePac for IBM Director Software Support	
Part Number: 29R5097	\$ 444 per annum for up to 10 Agents running IBM Director
Part Number: 29R5098	\$ 833 per annum for up to 20 Agents running IBM Director
Part Number: 29R5099	\$ 1778 per annum for up to 50 Agents running IBM Director

BladeCenter Software Support ServicePacs (Approx. list prices):

ServicePac for 180 day startup support for BladeCenter	
Part Number: 61P7383	\$ 299 per Blade
Part Number: 41C5615	\$ 1349 per BladeCenter (including installed Blades)
RTS ServicePac for BladeCenter	
Part Number: 41C5760	\$ 1883 per annum for a single BladeCenter and installed Blades
Part Number: 41C5761	\$ 3200 per annum for TWO BladeCenter's and installed Blades
ServicePac for Support Line for VMware (ESX Server 2.x + VIN support)	
Part Number: 96P2850	\$ 2250 per annum for a single 2-CPU server (<i>per Blade</i>)
ServicePac for Support Line for VMware (Infrastructure 3 support) (including all installed Blades running VMware).	
Part Number 12X6780	\$ 1380 for 1 year for a single 2-CPU server running VMware Infrastructure 3 (<i>per Blade running VMware</i>)
Part Number 12X6783	\$ 9660 for 1 year for a single BladeCenter running VMware Infrastructure 3 (<i>all installed Blades running VMware in a BladeCenter chassis</i>)
Part Number 12X6784	\$ 3933 for 3 years for a single 2-CPU server running VMware Infrastructure 3 (<i>per Blade running VMware</i>)
Part Number 12X6787	\$ 27531 for 3 years for a single BladeCenter running VMware Infrastructure 3 (<i>all installed Blades running VMware in a BladeCenter chassis</i>)
ServicePac for IBM Director Software Support	
Part Number: 29R5097	\$ 444 per annum for up to 10 Agents running IBM Director
Part Number: 29R5098	\$ 833 per annum for up to 20 Agents running IBM Director
Part Number: 29R5099	\$ 1778 per annum for up to 50 Agents running IBM Director

4. ServicePac for 90 / 180 day Startup Support Offerings - *'just in case they need it'*

The 180 day and 'new' 90 day* startup support offerings meet a requirement for low cost telephone based support for System x and BladeCenter servers that enable clients to implement their newly purchased Hardware. With the increase in CSU this offering enables clients to easily access the skilled System x and Blade resources available in the IBM Greenock Help Centre. The 180 day startup support for the BladeCenter not only includes support for the BladeCenter chassis but for the Blade Servers installed within the chassis.

** The 90 day startup offering is only available on System x. The 180 day offering is available for System x and BladeCenter.*

Supporting the following Big Plays:

- **X3 Architecture Competitive Winbacks**
- **BladeCenter Business Express**
- **Gain Competitive advantage with Office-in-a-box**

Offering Description:

The offering provides remote telephone based software support and assistance for a period of 180 days from registration on questions relating to the following:

- set up and configuration support of the clients IBM System x / BladeCenter;
- error-free launch of their IBM System x / BladeCenter OS;
- assistance with the installation of their IBM System x / BladeCenter options;
- information about their IBM System x / xSeries BladeCenter OS;
- assistance with straightforward usage queries on IBM System x / BladeCenter OS.

Client Needs:

- Assistance with implementing because have no experience of System x / xSeries or BladeCenters
- Assistance with implementing because they have no skills at the server location or within the business.
- Reassurance of phone support in case they have problems implementing their solution.
- Some kind of 'insurance' on their Return on Investment - comfort factor that they will be able to use the solution sooner rather than later.

Target Audience:

SMB Customers who are new to System x / xSeries / BladeCenter or do not have the support skills available to protect their investment.

Products Covered:

- ServerProven Hardware and Options
- Base Operating System - to a successful load (IBM Director support can now only be obtained through an IBM Director Software Support or RTS ServicePac)

Exclusions :

- VMware - covered via Support Line offering
- AIX - covered via a Software Maintenance Agreement (SWMA) on JS** Blades
- Consultancy type questions

Hours of Cover:

- Monday to Friday - 08:00 to 19:00 (CET)

Contract Term:

- 180 days from date of registration (90 days for the System x 90 startup offering)

Alternatives to this Offering:

If the client requires support as part of a wider SW support requirement possibly including 24 x 7 cover, Support Line for MS Windows / Linux / Citrix or VMware should be considered instead of the ServicePac.

If the customer wants a platform focused ongoing support including usage questions during office hours for a period one year the RTS ServicePacs for xSeries or BladeCenter are more applicable.

Purchasing advice and guidance:

IBM Infrastructure Support Services – North East and South West IOT's

It is recommended that this ServicePac is added to any configuration where the customer has limited experience of implementing IBM System x / xSeries or BladeCenters or where the client does not have any skills at the location where the servers are being installed. The aim of this offering is to enable the client to see their 'new' server investment up and running as soon as possible and ready for them to use in their business.

Customer List Prices and Channel Part Numbers:

Part Numbers in SAP:	90 day for System x 43X3840	180 day for xSeries 61P7383	180 day for BladeCenter 41C5615
Austria	€ 146	€ 299	€ 1,290
Belgium	€ 146	€ 299	€ 1,290
Bulgaria	\$ 152	N/A	\$1,499
Croatia	\$ 152	N/A	\$1,499
Cyprus	84 CYP	N/A	N/A
Czech Republic	4,115 Kč	N/A	38,664 Kč
Denmark	Kr 1085	kr 2,272	kr 9,581
Finland	€ 146	€ 299	€ 1,290
France	€ 146	€ 299	€ 1,290
Germany	€ 146	€ 299	€ 1,290
Greece	€ 146	N/A	N/A
Hungary	\$ 152	N/A	\$1,499
Ireland	€ 146	€ 299	€ 1,290
Israel	\$ 169	N/A	N/A
Italy	€ 146	€ 299	€ 1,290
Netherlands	€ 146	€ 299	€ 1,290
Norway	Kr 1,131	kr 2,482	kr 10,386
Poland	\$ 152	N/A	N/A
Portugal	€ 146	€ 299	€ 1,290
Romania	\$ 152	N/A	\$1,499
Russia	\$ 169	N/A	\$1,499
Slovenia	\$ 152	N/A	\$1,499
Slovakia	\$ 152	N/A	\$1,499
Spain	€ 146	€ 299	€ 1,290
Sweden	21,361 kr	2,572 kr	11,821 kr
Switzerland	SFr. 227	SFr. 487	SFr. 1,980
Turkey	\$ 169	\$299	N/A
United Kingdom	£ 100	£193	£881

***BladeCenter support includes the Blade Chassis and ALL the Blades installed in the Chassis.**

Renewal Options:

The 90 / 180 day offerings cannot be renewed, but customers can purchase one of the RTS offerings at the end of the 90 / 180 days of support.

5. ServicePac for IBM Director Software Support Offering -

'for focused support when clients need to get the most from IBM Director'

Offering Description:

The offering provides remote telephone based support and assistance for a period of one year in response to client's requests pertaining to the installation, setup, configuration and usage of currently supported versions of the 'IBM Director' systems management program and selected programs running on IBM System x (xSeries) / BladeCenters.

When a client reports a problem with a supported IBM Director configuration, the help centre will assist them to isolate the problem cause, provide recovery information, corrective service information and (if available) program fixes.

Supporting the following Plays:

- **X3 Architecture Competitive Winbacks**
 - **BladeCenter Business Express**
- **Deliver More Performance and Value with SystemSeller**
 - **Gain Competitive advantage with Office-in-a-box**

Client Needs:

- Reassurance and assistance with implementing because they have no experience of IBM Director.
- To see a Return on their Investment sooner rather than later.

Target Audience:

- Any customer who is new to IBM Director and who does not have a [Support Line](#) support agreement.
- Any customer who has purchased the IBM Solution based on the benefits of IBM Director.

Products Covered:

- IBM Director 4.x / 5.x (Server / Agent / Console)
 - Active PCI Manager / Capacity Manager / Rack Manager / Software Rejuvenation / System Availability / Software Distribution / Remote Deployment Manager

Hours of Cover:

- Monday to Friday - 08:00 to 19:00 (CET)

Contract Term:

- One Year from date of registration

Purchasing advice and guidance:

It is recommended that this ServicePac is added to any configuration where the customer has limited or no experience of implementing or using IBM Director.

Alternatives to this Offering:

If the client requires IBM Director support as part of a wider SW support requirement possibly including 24 x 7 cover, [Support Line](#) for MS Windows / Linux or VMware should be considered instead of the ServicePac.

If the customer just wants office hours support focused on the HW platform with IBM Director of lesser importance the '**NEW**' RTS ServicePacs for xSeries or BladeCenter are more applicable.

IBM Infrastructure Support Services – North East and South West IOT's

Customer List Prices and Channel Part numbers:

	IBM Director SWS – 10Agents 29R5097	IBM Director SWS - 20Agents 29R5098	IBM Director SWS - 50Agents 29R5099
Part Numbers in SAP:			
Austria	€ 383	€ 719	€ 1,540
Belgium	€ 383	€ 719	€ 1,540
Bulgaria	N/A	N/A	N/A
Croatia	N/A	N/A	N/A
Czech Republic	12,544 Kč	23,535 Kč	50,233 Kč
Denmark	kr 2,845	kr 5,338	kr 11,395
Finland	€ 383	€ 719	€ 1,540
France	€ 383	€ 719	€ 1,540
Germany	€ 383	€ 719	€ 1,540
Hungary	N/A	N/A	N/A
Ireland	€ 383	€ 719	€ 1,540
Israel	\$444	\$833	\$1,778
Italy	€ 383	€ 719	€ 1,540
Netherlands	€ 383	€ 719	€ 1,540
Norway	kr 3,219	kr 6,039	kr 12,888
Portugal	€ 383	€ 719	€ 1,540
Romania	N/A	N/A	N/A
Russia	N/A	N/A	N/A
Slovenia	N/A	N/A	N/A
Slovakia	N/A	N/A	N/A
Spain	€ 383	€ 719	€ 1,540
Sweden	3,466 kr	6,502 kr	13,877 kr
Switzerland	SFr. 595	SFr. 1,120	SFr. 2,380
Turkey	N/A	N/A	N/A
United Kingdom	£269	£505	£1,077

(If a customer has for example 67 Agents running IBM Director they should purchase 1 x 50 Agent Pac and 1 x 20 Agent Pac to cover their installation)

Note: Support must be purchased for the total number of IBM Director agents.

6. IBM Remote Technical Support (RTS) Services - ServicePac for xSeries / System x / BladeCenter Offerings -

'Software Support on the System x (xSeries) and BladeCenter platform for day to day cover'

The primary focus of the RTS ServicePacs is software support on the System x (xSeries) / BladeCenter hardware solution and were developed to meet a common request for an integrated remote telephone support offering that supports the System x (xSeries) and BladeCenter solutions sold by IBM's Business Partners.

These ServicePacs are easily attached to any System x (xSeries) or BladeCenter sold and allow customers to call in for 'how to' and usage advice and guidance, as well as for reporting defect issues on the loaded software such as IBM Director, and the ServerProven Operating System.

These ServicePacs are designed to complete the solution comprising the IBM System x (xSeries) / Blade hardware, IBM Director software and 3rd party Operating systems by providing the telephone support to support the solution whilst at the same time complementing the hardware maintenance support provided within the extended warranty ServicePacs.

The BladeCenter ServicePac not only includes support for the BladeCenter chassis but also the Blade Servers installed within the BladeCenter so the support we provide covers the solution not just the components.

Supporting the following Plays:

- **X3 Architecture Competitive Winbacks**
- **Server Consolidation**
- **BladeCenter Business Express**
- **Gain Competitive advantage with Office-in-a-box**

Offering Description:

The offering provides remote telephone based support and assistance for a period of one year from the date of registration on questions relating to the following:

- set up and configuration support for the IBM eServer xSeries / BladeCenter;
- error-free launch of the IBM eServer xSeries / BladeCenter OS;
- assistance with the installation of the IBM eServer xSeries / BladeCenter accessories and upgrades;
- information about the IBM eServer xSeries / BladeCenter OS and any IBM software supplied in conjunction with the IBM eServer BladeCenter / xSeries;
- support to analyse machine failures to ensure that the hardware is working fault free, or returning the machine to factory installed defaults; and
- assistance with straightforward usage queries on IBM eServer xSeries / BladeCenter OS;
- short duration installation, 'how to', usage and configuration questions;
- diagnostic information review to assist in problem isolation;
- code-related problem questions;
- for a known defect available corrective service information.

Client Needs:

- Assistance with implementing because they have no experience of xSeries or BladeCenters.
- Assistance with implementing because they have no skills at the server location or within the business.
- They are looking for a telephone support 'one-stop' shop for questions pertaining to HW and SW they have just purchased.
- Reassurance of phone support in case they have problems implementing their solution.
- Some kind of 'insurance' on their Return on Investment - comfort factor that they will be able to use the solution sooner rather than later.

Target Audience:

SMB Customers who are looking for ongoing office hours support for the IBM eServer xSeries / System x / BladeCenter solution they have just purchased.

Products Covered:

IBM Infrastructure Support Services – North East and South West IOT's

- ServerProven Hardware and Options
- Base Operating System
- IBM Director

Exclusions :

- VMware - covered under the Support Line offering
- AIX - covered under a Software Maintenance Agreement (SWMA) on JS** Blades

Hours of Cover:

- Monday to Friday - 08:00 to 19:00 (CET)

Contract Term:

- One Year from date of registration

Customer List Prices and Channel Part Numbers:

1 YEAR ServicePac Options

	RTS for xSeries - 1 CPU Server 41C5756	RTS for xSeries - 2 CPU Server 41C5757	RTS for xSeries - 4 CPU Server 41C5758	RTS for xSeries - 8 CPU Server 41C5759	RTS for xSeries - 1 BCenter 41C5760	RTS for xSeries - 2 BCenters 41C5761
<i>Part Numbers in SAP:</i>						
Austria	€ 463	€ 880	€ 1,600	€ 2,380	€ 1,790	€ 3,040
Belgium	€ 463	€ 880	€ 1,600	€ 2,380	€ 1,790	€ 3,040
Bulgaria	\$541	\$1,029	\$1,863	\$2,777	\$2,092	\$3,556
Croatia	\$541	\$1,029	\$1,863	\$2,777	\$2,092	\$3,556
Czech Republic	13,954 Kč	26,541 Kč	48,053 Kč	71,628 Kč	53,960 Kč	91,721 Kč
Denmark	kr 3,457	kr 6,576	kr 11,907	kr 17,749	kr 13,371	kr 22,728
Finland	€ 463	€ 880	€ 1,600	€ 2,380	€ 1,790	€ 3,040
France	€ 463	€ 880	€ 1,600	€ 2,380	€ 1,790	€ 3,040
Germany	€ 463	€ 880	€ 1,600	€ 2,380	€ 1,790	€ 3,040
Hungary	\$541	\$1,029	\$1,863	\$2,777	\$2,092	\$3,556
Ireland	€ 463	€ 880	€ 1,600	€ 2,380	€ 1,790	€ 3,040
Israel	N/A	N/A	N/A	N/A	N/A	N/A
Italy	€ 463	€ 880	€ 1,600	€ 2,380	€ 1,790	€ 3,040
Netherlands	€ 463	€ 880	€ 1,600	€ 2,380	€ 1,790	€ 3,040
Norway	kr 3,749	kr 7,130	kr 12,908	kr 19,240	kr 14,495	kr 24,638
Poland	\$541	\$1,029	\$1,863	\$2,777	\$2,092	\$3,556
Portugal	€ 463	€ 880	€ 1,600	€ 2,380	€ 1,790	€ 3,040
Romania	\$541	\$1,029	\$1,863	\$2,777	\$2,092	\$3,556
Russia	\$541	\$1,029	\$1,863	\$2,777	\$2,092	\$3,556
Slovenia	\$541	\$1,029	\$1,863	\$2,777	\$2,092	\$3,556
Slovakia	\$541	\$1,029	\$1,863	\$2,777	\$2,092	\$3,556
Spain	€ 463	€ 880	€ 1,600	€ 2,380	€ 1,790	€ 3,040
Sweden	4,267 kr	8,115 kr	14,692 kr	21,900 kr	16,498 kr	28,043 kr
Switzerland	SFr. 714	SFr. 1,360	SFr. 2,460	SFr. 3,670	SFr. 2,760	SFr. 4,690
Turkey	N/A	N/A	N/A	N/A	N/A	N/A
United Kingdom	£318	£605	£1,095	£1,633	£1,230	£2,090

***BladeCenter support includes the Blade Chassis and ALL the Blades installed in the Chassis.**

NEW 3 Year ServicePac Options

	<i>RTS for xSeries - 1 CPU Server</i>	<i>RTS for xSeries - 2 CPU Server</i>	<i>RTS for xSeries - 4 CPU Server</i>	<i>RTS for xSeries - 8 CPU Server</i>
<i>Part Numbers in SAP:</i>	12X6788	12X6789	12X6790	12X6791
<i>Austria</i>	€ 1,330	€ 2,530	€ 4,580	€ 6,830
<i>Belgium</i>	€ 1,330	€ 2,530	€ 4,580	€ 6,830
<i>Bulgaria</i>	\$ 1,388	\$ 2,640	\$ 4,778	\$ 7,123
<i>Croatia</i>	\$ 1,388	\$ 2,640	\$ 4,778	\$ 7,123
<i>Czech Republic</i>	37,544 Kč	71,412 Kč	129,261 Kč	192,687 Kč
<i>Denmark</i>	kr 9,908	kr 18,845	kr 34,112	kr 50,851
<i>Finland</i>	€ 1,330	€ 2,530	€ 4,580	€ 6,830
<i>France</i>	€ 1,330	€ 2,530	€ 4,580	€ 6,830
<i>Germany</i>	€ 1,330	€ 2,530	€ 4,580	€ 6,830
<i>Hungary</i>	\$ 1,388	\$ 2,640	\$ 4,778	\$ 7,123
<i>Ireland</i>	€ 1,330	€ 2,530	€ 4,580	€ 6,830
<i>Israel</i>	N/A	N/A	N/A	N/A
<i>Italy</i>	€ 1,330	€ 2,530	€ 4,580	€ 6,830
<i>Netherlands</i>	€ 1,330	€ 2,530	€ 4,580	€ 6,830
<i>Norway</i>	kr 10,317	kr 19,623	kr 35,519	kr 52,948
<i>Poland</i>	\$ 1,388	\$ 2,640	\$ 4,778	\$ 7,123
<i>Portugal</i>	€ 1,330	€ 2,530	€ 4,580	€ 6,830
<i>Romania</i>	\$ 1,388	\$ 2,640	\$ 4,778	\$ 7,123
<i>Russia</i>	\$ 1,388	\$ 2,640	\$ 4,778	\$ 7,123
<i>Slovenia</i>	\$ 1,388	\$ 2,640	\$ 4,778	\$ 7,123
<i>Slovakia</i>	\$ 1,388	\$ 2,640	\$ 4,778	\$ 7,123
<i>Spain</i>	€ 1,330	€ 2,530	€ 4,580	€ 6,830
<i>Sweden</i>	12,418 kr	23,619 kr	42,753 kr	63,730 kr
<i>Switzerland</i>	SFr. 2,070	SFr. 3,940	SFr. 7,130	SFr. 10,630
<i>Turkey</i>	N/A	N/A	N/A	N/A
<i>United Kingdom</i>	£ 910	£ 1,730	£ 3,132	£ 4,668

Alternatives to these Offerings:

If the client requires support as parts of a wider SW support requirement possibly including 24 x 7 cover, [Support Line](#) for MS Windows / Linux or VMware should be considered instead of the ServicePac.

Purchasing advice and guidance:

It is recommended that this ServicePac is added to any configuration where the customer has limited experience of implementing IBM xSeries or BladeCenters or where the client does not have any skills at the location where the servers are being installed. The aim of this offering is to enable the client to see their 'new' server investment up and running as soon as possible and ready for them to use in their business.

7. ServicePac for Support Line for VMware on xSeries and Blades – *'protecting the customers investment in virtualisation'*

INCLUDING NEW SERVICEPAC OPTIONS FOR VMWARE INFRASTRUCTURE 3

This ServicePac offering was developed at the request of STG to enable the easy attachment of Software Support onto the xSeries + VMware solution sale.

Supporting the following Plays:

- **Virtualisation and Server Consolidation**
 - **VMware + IBM Director**

Offering Description:

IBM ServicePac for Support Line for VMware on xSeries and Blades provides remote telephone based support for customers running a VMware environment on their IBM eServer xSeries environments conveniently packaged within a ServicePac. It provides:

- Telephone and electronic problem submission
- 24x7 support for Mission Critical problems
- Unlimited usage / calls
- Usage questions ('how to' support)
- Defect support
- Interpretation of product documentation
- Product compatibility and inter-operability questions

Client Needs:

- High Systems Availability
- Support for the SW solution not just individual products - support is provided for:
- ESX + GSX Server
- VirtualCenter
- Virtual SMP
- Guest OS (Microsoft / Linux)
- and IBM Director..
- Support from a single provider with established support processes and years of experience.
- Someone to take ownership and responsibility even if the problem is not with one of their products.

Target Audience:

- Large Enterprise and SMB Customers who require solution support on their xSeries and Blade environments.

Products Covered:

- See the Support Line Supported Products List for your country: <http://www-03.ibm.com/services/sl/products/>

Hours of Cover:

- 24 x 7 for Severity 1 issues
- Country Business Hours for all other Severities

Contract Term:

- One Year from date of registration

Alternative to this ServicePac:

IBM Infrastructure Support Services – North East and South West IOT's

If the client has a large VMware installation or requires a 'special bid' price we recommend contacting your local ISS representative or one of the regional contacts listed in the Support Line section who will be able to help you.

If the customer still intends to purchase support from VMware there is still the opportunity to sell support around the IBM hardware including an RTS ServicePac which covers 'how to' on the server / OS support and IBM Director.

Purchasing advice and guidance: It is recommended that this ServicePac is added to any configuration where the client has no or limited experience of VMware or where they have been sold the 'total' solution.

Customer List Prices and Channel Part numbers:

Part Numbers for VIN support on VMware 2.x

	Support Line for VMware- 2 CPU xSeries or Blade 96P2850	Support Line for VMware- 4 CPU xSeries or Blade 96P2857	Support Line for VMware- 8 CPU xSeries 96P2858	Support Line for VMware- 16 CPU xSeries 96P2859
Austria	€1970	€3630	€6470	€10350
Belgium	€1970	€3630	€6470	€10350
Bulgaria	\$ 2280	\$ 4200	\$ 7500	\$ 12000
Croatia	\$ 2280	\$ 4200	\$ 7500	\$ 12000
Czech Republic	\$ 2280	\$ 4200	\$ 7500	\$ 12000
Denmark	14612 Kr	26918 Kr	48069 Kr	76910 Kr
Finland	€1970	€3630	€6470	€10350
France	€1970	€3630	€6470	€10350
Germany	€1970	€3630	€6470	€10350
Hungary	\$ 2280	\$ 4200	\$ 7500	\$ 12000
Ireland	€1970	€3630	€6470	€10350
Israel	N/A	N/A	N/A	N/A
Italy	€1970	€3630	€6470	€10350
Netherlands	€1970	€3630	€6470	€10350
Norway	16527 Kr	30444 Kr	54364 Kr	86982 Kr
Poland	\$ 2280	\$ 4200	\$ 7500	\$ 12000
Portugal	€1970	€3630	€6470	€10350
Romania	\$ 2280	\$ 4200	\$ 7500	\$ 12000
Russia	\$ 2280	\$ 4200	\$ 7500	\$ 12000
Slovenia	\$ 2280	\$ 4200	\$ 7500	\$ 12000
Slovakia	\$ 2280	\$ 4200	\$ 7500	\$ 12000
South Africa	\$ 2280	\$ 4200	\$ 7500	\$ 12000
Spain	€1970	€3630	€6470	€10350
Sweden	17795 Kr	32779 Kr	58533 Kr	93653 Kr
Switzerland	3060 SFr	5630 SFr	10060 SFr	16090 SFr
Turkey	\$ 2280	\$ 4200	\$ 7500	\$ 12000
United Kingdom	£1381	£2544	£4542	£7288

***NEW* 1 Year VMware Infrastructure 3 ServicePac options**

	Support Line for VMware 3 : 1 x 2 CPU System x (xSeries) or Blade	Support Line for VMware 3 : 1 x 4 CPU System x (xSeries) or Blade	Support Line for VMware 3 : 1 x 8 CPU System x (xSeries)	Support Line for VMware 3 : 1 BladeCenter (inc. Blades)
	12X6780	12X6781	12X6782	12X6783
Austria	€ 1,190	€ 1,820	€ 3,190	€ 8,330
Belgium	€ 1,190	€ 1,820	€ 3,190	€ 8,330
Bulgaria	\$ 1,380	\$ 2,100	\$ 3,700	\$ 9,660
Croatia	\$ 1,380	\$ 2,100	\$ 3,700	\$ 9,660
Czech Republic	33,600 Kč	51,130 Kč	90,086 Kč	235,198 Kč
Denmark	8,867 Kr	13,493 Kr	23,774 Kr	62,070 Kr
Finland	€ 1,190	€ 1,820	€ 3,190	€ 8,330
France	€ 1,190	€ 1,820	€ 3,190	€ 8,330
Germany	€ 1,190	€ 1,820	€ 3,190	€ 8,330
Hungary	\$ 1,380	\$ 2,100	\$ 3,700	\$ 9,660
Ireland	€ 1,190	€ 1,820	€ 3,190	€ 8,330
Israel	N/A	N/A	N/A	N/A
Italy	€ 1,190	€ 1,820	€ 3,190	€ 8,330
Netherlands	€ 1,190	€ 1,820	€ 3,190	€ 8,330
Norway	9,233 Kr	14,050 Kr	24,755 Kr	64,629 Kr
Poland	\$ 1,380	\$ 2,100	\$ 3,700	\$ 9,660
Portugal	€ 1,190	€ 1,820	€ 3,190	€ 8,330
Romania	\$ 1,380	\$ 2,100	\$ 3,700	\$ 9,660
Russia	\$ 1,380	\$ 2,100	\$ 3,700	\$ 9,660
Slovenia	\$ 1,380	\$ 2,100	\$ 3,700	\$ 9,660
Slovakia	\$ 1,380	\$ 2,100	\$ 3,700	\$ 9,660
South Africa	\$ 1,380	\$ 2,100	\$ 3,700	\$ 9,660
Spain	€ 1,190	€ 1,820	€ 3,190	€ 8,330
Sweden	11,130 Kr	16,911 Kr	29,796 Kr	77,791 Kr
Switzerland	1,850 SFr	2,820 SFr	4,970 SFr	12,980 SFr
Turkey	\$ 1,380	\$ 2,100	\$ 3,700	\$ 9,660
United Kingdom	£ 814	£ 1,239	£ 2,183	£ 5,698

***NEW* 3 Year VMware Infrastructure 3 ServicePac options**

	Support Line for VMware 3 : 1 x 2 CPU System x (xSeries) or Blade	Support Line for VMware 3 : 1 x 4 CPU System x (xSeries) or Blade	Support Line for VMware 3 : 1 x 8 CPU System x (xSeries)	Support Line for VMware 3 : 1 BladeCenter (inc. Blades)
	12X6784	12X6785	12X6786	12X6787
Austria	€ 3,400	€ 5,160	€ 9,100	€ 23,740
Belgium	€ 3,400	€ 5,160	€ 9,100	€ 23,740
Bulgaria	\$ 3,933	\$ 5,985	\$ 10,545	\$ 27,531
Croatia	\$ 3,933	\$ 5,985	\$ 10,545	\$ 27,531
Czech Republic	95,759 Kč	145,720 Kč	256,745 Kč	670,314 Kč
Denmark	25,271 Kr	38,456 Kr	67,756 Kr	176,900 Kr
Finland	€ 3,400	€ 5,160	€ 9,100	€ 23,740
France	€ 3,400	€ 5,160	€ 9,100	€ 23,740
Germany	€ 3,400	€ 5,160	€ 9,100	€ 23,740
Hungary	\$ 3,933	\$ 5,985	\$ 10,545	\$ 27,531
Ireland	€ 3,400	€ 5,160	€ 9,100	€ 23,740
Israel	N/A	N/A	N/A	N/A
Italy	€ 3,400	€ 5,160	€ 9,100	€ 23,740
Netherlands	€ 3,400	€ 5,160	€ 9,100	€ 23,740
Norway	26,313 Kr	40,042 Kr	70,550 Kr	184,991 Kr
Poland	\$ 3,933	\$ 5,985	\$ 10,545	\$ 27,531
Portugal	€ 3,400	€ 5,160	€ 9,100	€ 23,740
Romania	\$ 3,933	\$ 5,985	\$ 10,545	\$ 27,531
Russia	\$ 3,933	\$ 5,985	\$ 10,545	\$ 27,531
Slovenia	\$ 3,933	\$ 5,985	\$ 10,545	\$ 27,531
Slovakia	\$ 3,933	\$ 5,985	\$ 10,545	\$ 27,531
South Africa	\$ 3,933	\$ 5,985	\$ 10,545	\$ 27,531
Spain	€ 3,400	€ 5,160	€ 9,100	€ 23,740
Sweden	31,672 Kr	48,197 Kr	84,917 Kr	221,702 Kr
Switzerland	5,280 SFr	8,040 SFr	14,170 SFr	36,990 SFr
Turkey	\$ 3,933	\$ 5,985	\$ 10,545	\$ 27,531
United Kingdom	£ 2,320	£ 3,530	£ 6,220	£ 16,238

8. Support Line for Windows / Linux / VMware / Citrix* offerings -

'supporting clients SW environments'

**Citrix support is not available in every country ask your local ISS contact for further information.*

Support Line is the WW offering from ISS that provides high level Software Support on IBM platforms and for the xSeries and Blade environment provides support for Microsoft Windows / Linux / Citrix and VMware environments

Offering Description:

Support Line provides high level software support for clients who view their software environment as business critical. The service supports the clients Microsoft / Linux / Citrix or VMware environments on the server / desktop and laptop even if the HW and SW environment is mixed. Whatever the mix or focus Support Line will probably have an option which meets client needs or can be enhanced with additional services to meet these needs. The service provides:

- Easy access via the telephone and electronic problem submission
- 24x7 support for Mission Critical problems
- Unlimited usage / calls
- Usage questions ('how to' support)
- Defect support
- Interpretation of product documentation
- Product compatibility and inter-operability questions

Client Needs:

- High availability.
- Support for a business critical software environment.
- Completeness by adding to the HW maintenance they may already receive from IBM.
- 24 x 7 support

Target Audience:

- Large Enterprise and SMB Customers who require access to highly skilled support for their Software Environment.

Products Covered:

See the Support Line Supported Products List for your country: <http://www-03.ibm.com/services/sl/products/>

Note: IBM Director support included.

Hours of Cover:

- 24 x 7 for Severity 1 issues
- Country Business Hours for all other Severities

Contract Term:

Annual rolling

Availability:

Most EMEA countries.

Linux Distributions:

ISS can combine the procurement of Linux distributions and Software support to give customers an integrated SW maintenance Solution, bringing extra revenue for IBM rather than giving this away to competition/third parties.

Customer List Prices:

Contact your local ISS representative or one of the names listed in Appendix B.

9. Enhanced Technical Support (ETS) offerings -

'providing a high availability focus for our customers'

Overview

Enhanced Technical Support (ETS) offers:

- A proactive, integrated and rapid approach to problem solving in multi-product and multi-vendor IT environments.
- Support for all common IT infrastructures (including IBM server and storage platforms, IBM middleware and strategic OEM products such as Linux and Microsoft).

Client benefits

- Timely access to collective IBM expertise and support.
- Proactive advice and guidance to pre-empt problems.
- A resilient infrastructure with minimised risk of disruption.
- Maximised availability of complex IT infrastructures.
- Rapid, onsite software support for emergency situations.
- An effective way of managing TCO and unlocking resources.

Executive concerns

- Ensuring high availability and scalability at an affordable cost.
- Reducing TCO of IT infrastructures.
- Ensuring the efficient use of IT infrastructure and equipment.
- Meeting customer expectations and delivering on customer promises.
- Maximising the performance of IT infrastructures and products.
- Delivering higher quality IT services using finite resources.
- Finding and maintaining software infrastructure skills.

What makes a good prospect?

Any client:

- Responsible for running an IT infrastructure.
- Running multiple servers on either iSeries, pSeries or zSeries.
- Running products such as WebSphere or DataManagement.
- Dissatisfied with the current support received from Microsoft.
- Looking for a reliable and competent partner to provide Linux support.
- Operating a complex storage or SAN environment.

Questions to ask

- Would software and hardware failures have a high impact on your business?
- Do you want to maximise the benefits of your IT investments and get the best return?
- Do you have the skills and resources to manage the technical support of your IT infrastructure?
- Are you responsible for keeping SLAs with internal and external customers?
- Are you looking for a proactive approach to problem solving?

Why IBM?

- IBM is the leader in high availability services - both on Vision=Strategy and Execution=Delivery. (Source: GartnerGroup)
- IBM EMEA has more than 150,000 support arrangements with clients.
- IBM has more than 1,600 support engineers in pan-IOT support centres.
- IBM is a Microsoft+ Citrix Gold Partner, a Cisco Gold Alliance Partner and a Linux support company.
- IBM is the leader in Europe for customer satisfaction on hardware and software support. (Source: TNS Intersearch)

Customer List Prices:

Contact your local ISS representative.

Enhanced Technical Support - EMEA Version 2 : September 1, 2005
Questions & Answers

Q1. What is ETS? What added value does ETS offer on top base HW and SW support services?

A1. ETS is designed around three value propositions aimed to maximize the IT infrastructure availability:

1. Proactive, customer focused approach
2. Integrated support services for heterogeneous infrastructures
3. Rapid response time to critical threats and situations (30 minutes)

An Account Advocate team, using state-of-the-art analysis tools, provide personalized proactive advices and guidance on preventive maintenance and system performance services.

In case of emergency situations a "critical situation manager" will be appointed to ensure a comprehensive response and evaluate an on-site software support option.

(Note: base software support (e.g. SupportLine, SW Maintenance, Passport Advantage), does **not** include Account Advocacy, onsite assistance or emergency situation management)

Q2. You enhanced ETS recently: what is the difference between the old and the new versions?

A2. The ETS portfolio is evolving in line with customers' requirements. With its new modules, ETS version 2 provides a more comprehensive, cross product and even more integrated services. ETS version 2 extends the enhanced responsiveness and the pro-active tasks to hardware components - providing microcode and firmware management services for selected machines - and offers some improved remote Account Advocate tasks and better Performance Management for iSeries and pSeries integration. New options are now available to extend the service's coverage on the whole Networking and Storage Networking environments.

Q3. Are any customers using ETS yet?

A3. Today ETS is used by more than 1800 clients across all the EMEA Countries.

Q4. Is ETS a WW offering?

A4. ETS is available in EMEA and US, but the other Geographies will add it soon on they own offering's portfolio. (note: ETS options may slightly differ in the different Countries)

Q5. What are the benefits to clients?

A5. With a fast, integrated and comprehensive response and proactive advices and guidance provided by the ETS professional account advocates, the client will reduce its risk and cost by optimizing availability and preventing unplanned disruptions.

Q6. How does this offering relate to the on demand vision of IBM?

A6. ETS is the right support solution for the four On Demand business attributes:

Responsive: ...from swift problem solutions to proactive advices on client's fast IT infrastructure changes.

Resilient: ..."ad-hoc" preventive maintenance to maximize availability and performance.

Variable: ...flexible and personalized service solutions to adapt client's changing processes and business needs.

Focused: ...a dedicated team of professional technical advocate aimed to protect your IT business activities.

Q7. How is this different from offerings by IBM's competitors?

A7. ETS offer a unique portfolio of enhanced high availability services at a competitive price, provided by the leader in Information Technology. IBM Global Services has the best knowledge of IBM systems and software, and close relationships to Microsoft and to Open Source community. More than 150.000 satisfied clients in EMEA have chosen IBM as Technical Support provider, recognizing IGS as the number one in hardware and software support.

Q8. Can SMB clients buy this offering?

A8. ETS is also available to SMB clients via all the IBM and BP sales channels.

Q9. What is an Availability Manager?

A9. Availability Manager is an option which can be purchased on top of ETS. AM is a dedicated IBM professional which performs the ETS proactive tasks and comes onsite as agreed with the client. AM is a member of the assigned Account Advocate Team.

Q10. What is the pricing concept for the offering?

A10. The pricing is based on

- The different product groups selected. (e.g. iSeries, AIX, Linux)
- The number of systems or processors supported.
- Additional fee options selected (e.g. on-site days for Networking analysis)

IBM Infrastructure Support Services – North East and South West IOT's

Q11. My customer is only interested in some pieces of ETS, for instances the CustomPac or Performance Management. Can my customer get these pieces separately?

A11. We have discovered that customers need a certain level of service around these individual tools. Therefore we are offering them within the framework of ETS and not offering them stand alone.

Q12. Is this a Hardware or Software support offering?

A12. ETS is an integrated offering bringing a higher level of support on top of our existing hardware and software base services. Remote Account Advocacy, proactive support, and enhanced responsiveness apply to HW and SW.

Q13. Is ETS covering all IBM products?

A13. Yes, all IBM hardware, operating systems and middleware products are supported.

(Note: check with your local IBM representative for Informix and Rational support availability)

Q14. Which non-IBM products is ETS covering?

A14. It covers the technical support for all Microsoft products and the main Linux distributions like RedHat and SuSe, Linux High Availability Software like Steeleye and related software like Citrix and VMWare. For those, IBM maintains direct Service Level Agreements with the vendor, or has its own laboratory working with the Open Source Community.

With the "Vendor SW Support Coordination" option, ETS can coordinate the support for basically every vendor like Oracle or SAP. Here IBM acts on behalf of the customer based on customer's contract with vendor.

Q15. What are the IBM "premium support" offerings?

A15. IBM is offering individual Service Levels that go beyond Enhanced Technical Support and can be set-up with individual Labs to suite the customer needs. Further, IBM is offering Managed Services, where IBM takes ownership in managing the platform for the customer, according to service levels defined with the customer. These "premium" offerings are based on specific customer request and must be evaluated and agreed with your Country Offering, case by case.

Q16. What is the ETS call back time?

A16. On critical service requests for products covered by ETS, IBM will respond within 30 minutes. For all the other service requests the average call back time is 2 hours.

Q17. What kind of multi-vendor support does IBM provide?

A17. See answer 14: "Which non-IBM products is ETS covering?"

Q18. Can I obtain service on a 24x7 basis with ETS?

A18. For critical business situation, defined as software Severity 1, yes. For hardware it depends on the periods of maintenance that are chosen in the base support contract.

Q19. What are the prerequisites for an ETS contract?

A19. Pre-requisites for ETS are the according base hardware maintenance contracts (or warranty) and the base software support contracts for the entitled products, like 1) SW Maintenance for iSeries and AIX, 2) Supportline for z/OS, Linux and Windows, or 3) Passport Advantage for IBM middleware products (e.g. DB2, Websphere, Tivoli, Lotus, etc..)

Q20. Who sell ETS?

A20. ETS could be sold within ServiceSuite and/or ESA contracts (or equivalent) and is available for the BP channel.

Q21. Can I buy ETS when I buy SW Maintenance for iSeries & AIX?

A21. Yes, ETS and SW Maintenance for iSeries and/or AIX are both available in the ServiceSuite and/or ESA offering's portfolio. Even in the first year of a new box sales (where, e.g., SWMA is automatically included) you can purchase ETS on top.

Q22. What if I need a higher level of service than I have today under Software Maintenance?

A22. The ETS offering provides a higher level of service to meet this need with response for critical problems being 30 minutes compared with up to two hours for the pre-requisite support.

Q23. My current support contract has 6 month left to run; can I get ETS for 6 months?

A23. The Terms & Conditions of the signed contracts will apply also to the ETS option. For example, for valid ServiceSuite contracts, ETS services can be added at any time.

Q24. Where can I find out more information?

A24. Visit: <http://w3-3.ibm.com/services/salesone> and search on "Search SalesOne" for "Enhanced Technical Support (ETS) offering."

10. xSeries Cluster e1350 Support + Services

We do not offer specific packaged services for xSeries Cluster e1350 solutions but we can offer support and services tailored to the customers needs. Due to the nature of the solution it is better that ISS understand the client needs and requirements for support to ensure the solution is not only implemented successfully but the ongoing support is in place to ensure customer satisfaction.

The factors which we would recommend to consider for the implementation and support are as follows (minimum):

- A Solutions Assurance Review
- On-Site Installation and Deployment Services
- Warranty upgrade to 24x7 with 2 hr response (if available)
- Cluster Systems Management (CSM) / General Parallel Files System (GPFS) Software Maintenance and Support (SWMA)
- Support Line for Linux Clusters
- Enhanced Technical Support - (Enhanced Advocate or equivalent)
- Testing Services
- Education and Training
- Business Continuity & Recovery Services

The most important thing is to engage ISS early and ensure the requirements of the client are fully reported and understood by all parties as e1350 solutions usually involve many parties.

Availability : Most European countries.

Linux Distributions : ISS can combine the procurement of Linux distributions and Software support to give customers an integrated SW maintenance Solution.

Contacts: Please contact your local ISS Services Representative for further assistance.

11. IBM Remote Technical Support Service - xSeries and BladeCenter support for IBM Business Partners –

“to provide help when it's needed.”

Offering Description:

IBM Infrastructure Support Services in Europe have developed a remote telephone support offering to assist IBM Business Partners who are engaged in selling, distributing and implementing IBM xSeries and Blade servers across Europe. The service is centrally delivered by the xSeries and Blade Technical Support Centre in Greenock, Scotland, and is there to help Business Partners with the successful implementation of the IBM solution.

Deliverables

The service provides remote telephone support and is offered in blocks of incidents, accessed via a specific telephone number and a Business Partner unique PIN number.

- Remote telephone support is provided on questions relating to the installation, implementation and configuration of IBM eServer xSeries, BladeCenter and Blade servers. (An incident is defined as a single question, query or problem raised by the Business Partner with the European Technical Support Centre.)
- Business Partners who subscribe to the service are provided with a contact telephone number for the European Technical Support Centre in Greenock and a unique PIN authorisation number which enables them to log calls against the number of incidents they have pre-purchased.
- The service is packaged into block(s) of incidents. Purchased incident blocks are valid for one year or until the incidents are used (whichever comes first) – no incidents may be carried into future years.

Highlights

- The service is delivered by the European Technical Support Centre in Greenock, Scotland that has been supporting xSeries and Blade solutions across Europe since they were first launched by IBM.
- The offering is delivered consistently across most European countries.
- Voice access is via a single telephone number with a Business Partner unique PIN (Identification number).
- Support is provided between 08:00 and 19:00 Central European Time.
- Support is for ServerProven xSeries / BladeCenter and Blade environments.
- The service provides answers to specific questions on the installation / implementation and configuration of xSeries and Blade solutions.
- Support is provided on questions relating to IBM Director and associated products from IBM.
- The service is designed to provide technical assistance to Business Partners, who are actively selling and implementing IBM eServer xSeries and Blade solutions.
- The service compliments the support provided by IBM Techline Europe.

Scenarios and sample questions

The service is primarily aimed at supporting Business Partner in the following types of situations or scenarios:

- If difficulty is being experienced in installing an xSeries or Blade server and help and support are needed.
- When a configuration is being built for the end-customer and a problem is encountered which requires easily accessed support from IBM.
- When problems are being experienced in implementing xSeries or Blade solutions at the end customer.
- If a defect is found and a resolution needs to be expedited.

The following outline the types of questions that we would expect to take from Business Partners using this service and include:

- Issues are being experienced in installing or implementing IBM Director;
- Information on how to install LTO tape drive;
- Problems installing Red Hat Linux;
- Configuration help is required;
- Code related problem questions;
- Diagnostic information review to assist in isolation of a problem cause;
- Provision of available corrective service information and program fix information;
- Help with the set up of the hardware system unit;
- Help with the error-free launch of the IBM eServer xSeries, and Blade ServerProven OS environment ;
- Assistance with the installation of the Server Options provided by IBM;
- Support to analyse machine failures to ensure that the hardware is working fault free, or returning the machine to factory installed defaults;

IBM Infrastructure Support Services – North East and South West IOT's

Products Covered:

The service provides a single Point of Contact for Integrated Hardware and Software remote telephone based support on IBM eServer xSeries and Blade Servers, it provides:

- Integrated Support for the following Hardware / Software and ServerProven options:
- IBM eServer xSeries servers
- IBM eServer BladeCenters (including connectivity options and basic switch configuration)
- IBM eServer Blade servers
- Firmware / BIOS
- Internal BladeCenter Switches IBM Director and associated programs (SW Distribution / RDM etc..)
- Microsoft Windows / Linux (Red Hat and SuSE)
- ServerProven xSeries Hardware *(including basic setup and configuration of DS300/DS400 storage products in the xSeries environment)*
- ServerProven Base Operating System - Microsoft Windows Server 2000/2003 and Linux (SuSE / Red Hat).
(Exclusions – Microsoft Windows Server 2003 Datacenter Edition / VMware)
- IBM Director,

Hours of Cover:

- Monday to Friday - 08:00 to 19:00 (Central European Time)

Contract Term:

- Total number of incidents purchased or one year, whichever comes first.

Pricing

The service offering will be sold in blocks of incidents – *An incident is a single problem / question or query raised with the Support Centre.*

Example List prices – excluding local Taxes (As of Monday, 12 September 2005)

Number of Incidents =	20	25	30	35	40
Euro Zone Countries	€ 7,710	€ 9,541	€ 11,334	€ 13,155	€ 14,958
Denmark	kr 58,596	kr 72,512	kr 86,138	kr 99,978	kr 113,681
Switzerland	SFr. 12,567	SFr. 15,552	SFr. 18,474	SFr. 21,443	SFr. 24,382
United Kingdom	£4,974	£6,155	£7,312	£8,487	£9,650

***For a quote based on a different number of incidents or
for a contract the Pan-European Contact point for this Offering is:***

RTSCSPR@uk.ibm.com

12. Microsoft Windows Server 2003 , Datacenter Support + Services

Although we do not offer specific packaged services for Microsoft Windows Server 2003, Datacenter Edition solutions it does not mean we cannot offer support and services around it. Rather it is an acknowledgement that Datacenter solutions need to be treated with care as much of the time they are being purchased to meet the High-Availability needs of clients.

With any such need for availability it is important that several factors are considered and we would recommend the following support and services to be considered in such bids as a minimum.

- A Solutions Assurance Review
- On-Site Installation and Deployment Services
- Warranty upgrade to 24x7 with 2 hr response (if available)
- Support Line - base Windows offering with uplift to cover the Datacenter escalation path through the ISS Gold Partner Agreement
- Enhanced Technical Support - (Enhanced Advocate or equivalent)
- Testing Services
- Education and Training
- Business Continuity & Recovery Services

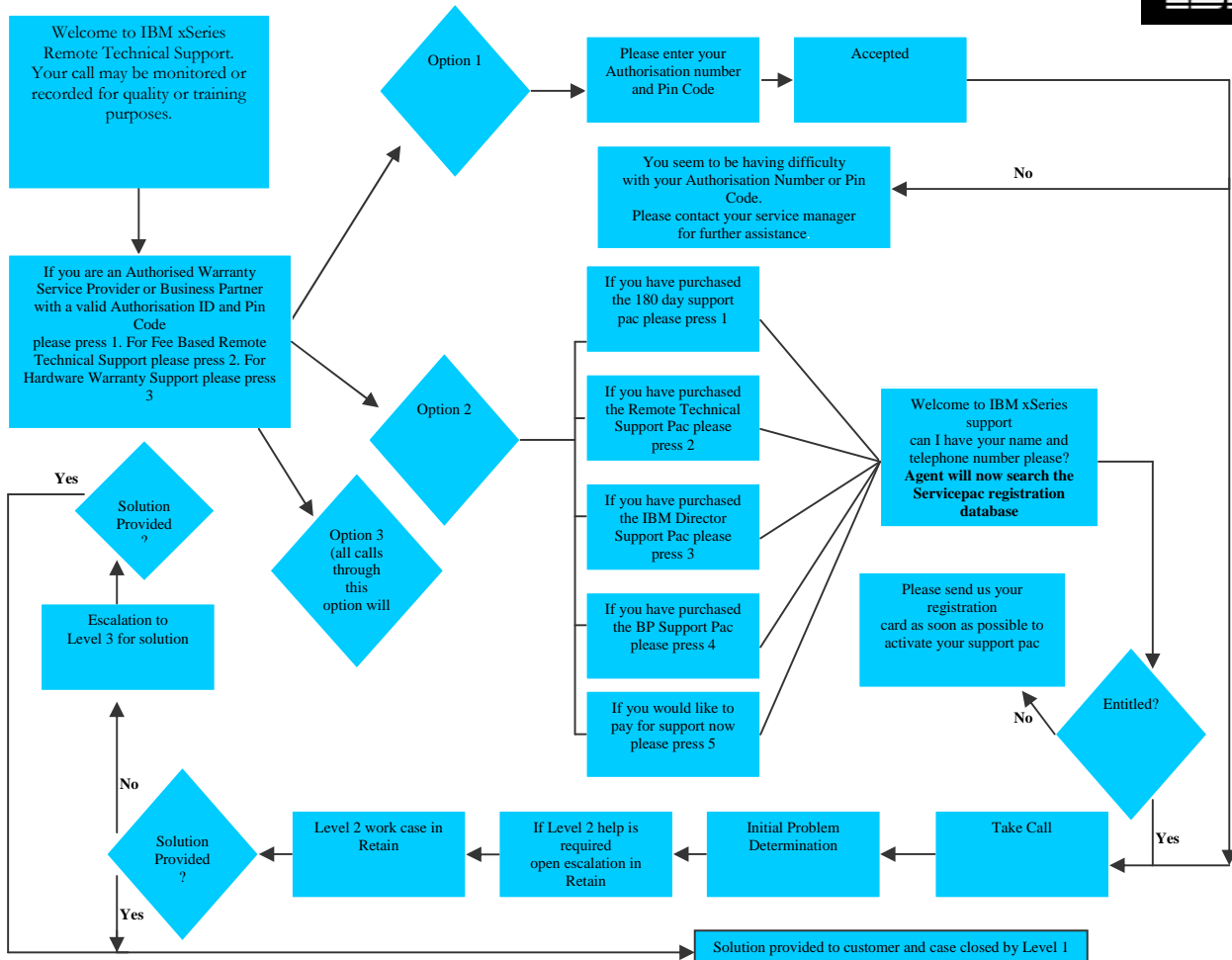
Experience has shown the most important thing is to engage ISS early and ensure the requirements of the client are fully reported and understood by all parties as Datacenter solutions usually involve many parties.

Availability : Most European countries.

Contacts: Please contact your local ISS Services Representative for further assistance.

Appendix A:

System x Remote Technical Support Call Flow Process



Appendix B:

Software Support Telephone Numbers

ServicePacs – for xSeries and BladeCenter Software Support:

- ServicePac for 180 day startup support on xSeries / BladeCenter
- ServicePac for IBM Director Software Support
- RTS ServicePac for xSeries / BladeCenter

Austria	-	+43	1-24592-5943
Belgium	-	+32	2-210-9897
Denmark	-	+45-	4520-8223
Ireland	-	+353	-1-881-2560
Finland	-	+358	9-459-2755
France	-	+33	238 557 031
Germany	-	+49	7032-15-49225
Italy	-	+39	02-7031-6175
Luxembourg	-	+352	-360-385-5897
Netherlands	-	+31	-(0)20-514-5738
Norway	-	+47	-66-998-056
Portugal	-	+351	-21-892-7147
Spain	-	+34	-91-714-7966
Sweden	-	+46	-8-477-4427
Switzerland	-	+41	-58-333-0158
United Kingdom	-	+44	01475-557252

International Number - +44 1475 557252

ServicePac for Support Line:

- ServicePac for Support Line for VMware on xSeries / Blades
- ServicePac for Support Line for Linux

Austria	-	(+43)	1 21145 7800
Belgium	-	(+32)	70 23 3392
Denmark	-	(+45)	7010 5150
Ireland	-	(+353)	1 815 4491
Finland	-	(+358)	8001-4260
France	-	(+33)	810 63 10 20
Germany	-	(+49)	800 10 08300
Italy	-	(+39)	800 820 094
Luxembourg	-	(+352)	360 385 222
Netherlands	-	(+31)	20 513 3939
Norway	-	(+47)	815 21 550
Portugal	-	(+351)	21 892 7115
Spain	-	(+34)	901 100 000
Sweden	-	(+46)	77 11 71040
Switzerland	-	(+41)	0800 55 54 54
Turkey	-	(+90)	212 444 0426
United Kingdom	-	(+44)	0870 0101952

Worldwide contact numbers: http://www.ibm.com/planetwide/region.html#jump_europe

Appendix C:

Software Support ServicePac – ‘Ordering and registration process’.

How it works.....

The ServicePacs are ordered in exactly the same way as any hardware related ServicePac is ordered.

The major difference is in how the order is fulfilled.

Instead of us sending Business Partners a hardcopy ServicePac from our Copenhagen location we now:

1. Send the Registration documents via E-mail to whoever places the orders (once we have confirmation an invoice has been generated).
 - o We use the SPAC BP e-mail ID (listed within the SAP order)
 - o The registration documents include:
 - Terms and Conditions:
 - ServicePac Agreement in .pdf format.
 - Specific offering terms in .pdf format.
 - Registration form:
 - One page document in MS Word .doc format.
2. The Business Partner sends all three documents to the end-customer who should then read the terms and conditions.
3. Customer acceptance is when the customer completes the registration document and either e-mail's it to the TASK ID or signs and sends via surface mail (in countries where electronic signature is not accepted).
4. The Information that needs to be completed on the registration form includes:
 - o Users name / prime contacts name and e-mail address
 - o Company Name
 - o Company Address (including post code)
 - o Telephone number
 - o Fax number
 - o Date of purchase
 - o Machine type / model
 - o Machine Serial number
5. On receipt of the completed registration card we will load the data onto our entitlement database and confirm setup to the end customer and provide the relevant contact numbers for them to access support.

How you can help:

- Ensure a contact e-mail ID is listed in the order on SAP so we know where to send the order.
- If an order is urgent and an end-customer need the registration documents, just e-mail the TASK ID and request them to be sent to you (activation will happen when the order is confirmed within the IBM ordering systems).
- If you have any questions send an e-mail to our TASK ID:

RTSCSPR@uk.ibm.com

Appendix D:

Definitions -- Warranty & Maintenance Services

Service period begins with product warranty and includes original product warranty period for all equipment types. Not all makes and models are eligible for Warranty and Maintenance Services.

For items marked "ServicePac Post Warranty," Service period begins on ServicePac's purchase date.

The following definitions apply to all geographies.

Term

1, 2, 3, 4, 5 YR

The amount of time the equipment is covered for the service selected.

Service Level

Onsite Repair

Service technician comes to the customer's site to service the equipment. Service is limited to select locations for mobile products.

Onsite Exchange

Service technician comes to the customer's site to exchange the equipment.

Customer Carry-In Repair

Customer carries machine to service location for repair or exchange.

Courier Pickup

Courier picks up the customer's IBM ThinkPad and delivers it to service location. It is repaired and returned by courier.

Express Repair

Courier picks up the customer's IBM ThinkPad and delivers it to service location for repair; target turnaround time is 2 days.

EasyServ exchange

A courier will deliver a replacement Printer in exchange for the customer's failed Printer. If a replacement is required as determined by IBM, IBM will initiate shipment usually the same day. In most cases the replacement will arrive within 2 business days. If after 3:00 p.m. (Mountain time), the customer can expect the replacement to ship the next business day. The replacement will include instructions on how to return the failed Printer using the shipping carton that contained the replacement. Credit Card information or a purchase order is required to secure payment in the event the failed Printer is not returned. If Credit Card information or a purchase order is not available, the customer will be required to send in the failed Printer prior to IBM shipping the replacement.

Hours of Service/Response Time

8x5/Next Day

Service is available 8 hours a day, 5 days a week, Monday through Friday, between 9:00 AM and 5:00 PM, by the next business day (public holidays excluded).

8x5x4

Service is available 8 hours a day, 5 days a week, Monday through Friday, between 9:00 AM and 5:00 PM, within 4 hours of receipt of the call within coverage time (public holidays excluded).

8x5/Second day

Service is available 8 hours a day, 5 days a week, Monday through Friday, between 9:00 AM and 5:00 PM, within 2 business days (public holidays excluded).

8x7/Next Day

Service is available 8 hours a day, 7 days a week, 9:00 AM to 5:00 PM, by the next business day.

9x5*/Next Day

Service is available 9 hours a day, 5 days a week, Monday through Friday, between 8:00 AM and 5:00 PM, by the next business day (Argentina and Uruguay are 9:00 AM and 6:00 PM).

9x5/Next 2 Days

Service is available 9 hours a day, 5 days a week, Monday through Friday, between 8:00 AM and 5:00 PM, within 2 business days.

9x5/3 Days

Service is available 9 hours a day, 5 days a week, Monday through Friday, between 9:00 AM and 6:00 PM. Equipment is picked up in 3 days (Argentina only).

9x5*x4

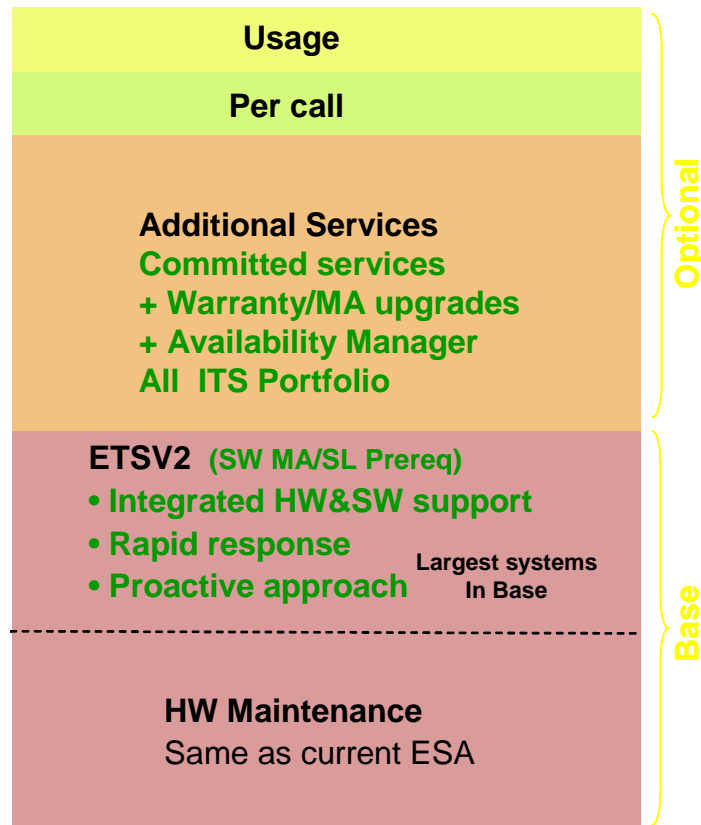
Service is available 9 hours a day, 5 days a week, Monday through Friday, between 8:00 AM and 5:00 PM, within 4 hours of receipt of the call within coverage time.

Appendix E:

Contracting Methods:

ESA (Enterprise Services Agreement)

ESA is a single contracting vehicle, based on the IBM Customer Agreement (ICA), providing Integrated hardware maintenance, key software support services and other high availability services.



Enterprise Service includes in one contract:

Support Line

Support Line is contracted under a standalone Statement of Work describing what is delivered and is in addition to the IBM International Customer Agreement IICA or the IBM Customer Agreement (ICA) which it assumed the customer has already signed or agrees to. Contracts / Statements of Work are requested via your ISS sales counterpart / ISS Telesales or one of the names identified in this update.

ServiceSuite

ServiceSuite is a single contract providing key services to meet the support needs of small and medium-sized enterprises and departments within larger organizations. ServiceSuite provides you with simplicity. It represents one contract, one signature and a consolidated invoice. ServiceSuite is easy for you to sell, and easy for the customer to understand and maintain.

ServiceSuite Base:

This consists of IBM Maintenance Services for Hardware covering one or more of the zSeries, iSeries, pSeries and xSeries platforms. Components of IBM Maintenance Services for Hardware include:

- Machine repair
- Machine preventative/predictive maintenance
- Error analysis/remote support facility
- Problem management
- Engineering change management
- Maintenance of approved non-IBM machines

Infrastructure Support Services – North East and South West IOT's

- Yearly system "checkup"
- System defect voice support

ServiceSuite Advanced: (This consists of ServiceSuite Base + Support Line [described earlier])

ServicePac

ServicePac is suitable for customers of all sizes from consumers through to large Corporate businesses. It is designed specifically to be sold at the point of sale of the hardware. This makes it particularly easy for the IBM hardware brand sales teams, client teams and Business Partners, to rapidly respond to day to day customer requests and even ITT's with a ready made services solution that extends beyond the hardware sale.

Key issues

- Convenience is a key factor. Each ServicePac has a part number and can be ordered just like the hardware.
- Contracting has never been so simple. Each ServicePac is a self contained contract and the customer just needs to register with IBM for service. If the customer buys direct from IBM then even the registration is done for them, automatically.

Highlights

- The easiest Service contract process available.
- Standard Terms and Conditions
- Standard 'off the shelf' range of offerings and prices
- The ability to create 'special bid' ServicePacs for large customers.

Service Options include:

- Up to 5 years of maintenance from date of machine purchase depending on the brand
- Upgrades and/or extends the standard warranty service
- xSeries Servers have 5x9 or 7x24 options both with 4 hours onsite response

ServicePac versions

- E-ServicePac for sale by Business Partners. No hardcopy papers issued, just an electronic 'key' to use when registering on the IBM web site.
- Direct ServicePac (DPac) is for sale only to direct customers in Large Enterprise accounts. Registration is automatic if the hardware and DPac are ordered at the same time.
- We have a hybrid version in EMEA for the SW Support Pacs where the Ts&Cs are softcopy and registration is done by e-mail.

Appendix F:

Supported System x / BladeCenter servers for VMware software support:

Source VMware Systems Compatibility Guide for ESX Server 3.x (22nd November 2006)



Systems Compatibility Guide for ESX Server 3.x
Servers

Table 11. IBM Server Support

Product	Model	ESX Server 3.0	ESX Server 3.0.1
Tower & Rack-optimized	226	X ³	X ³
	235	X ³	X ³
	236 - 8841	X ³	X ³
	260 - 8865	X ^{3, 12}	X ^{3, 12}
	e325	X ²	X ²
	e326-7969	X ^{5, 6, 17}	X ^{5, 6, 17}
	e326-8848	X ^{1, 17}	X ^{1, 17}
	336 - 8837	X ^{3, 15}	X ^{3, 15}
	346 - 8840	X ^{3, 4, 12}	X ^{3, 4, 12}
	365	X ³	X ³
	366	X ^{3, 4, 12}	X ^{3, 4, 12}
	445 (up to 16 CPUs)	X ³	X ³
	445 EXA (up to 16 CPUs)	X ³	X ³
	460 - 8872	X ^{3, 7, 12}	X ^{3, 7, 12}
	x3455		X ^{18, 20, 21}
	x3500-7977		X ^{9, 10, 11, 21}
	x3550	X ^{9, 10, 21}	X ^{9, 10, 21}
	x3650	X ^{9, 10}	X ^{9, 10}
	x3655		X ^{16, 18}
	x3755		X ^{16, 19}
	x3800	X ¹²	X ^{12, 13}
	x3850	X ¹²	X ^{12, 13}
	x3950	X ^{6, 12}	X ^{6, 12, 13}

¹ Certified single and dual-core Opteron.

² Only single-core Opteron systems.

³ Intel single-core processors.

⁴ Both single and dual-core Intel processor support.

⁵ During installation of ESX Server 3.0 on the IBM e326 server, USB keyboards can become unresponsive. For a workaround, see the VMware knowledge base article 2152 (http://www.vmware.com/support/kb/enduser/std_adp.php?p_faqid=2152).

⁶ Supported only in dual-core configurations with SCSI disks.

⁷ Up to 4 nodes, up to 16 single core processors.

⁸ Up to 4 nodes, up to 16 single core processors with Hyperthreading enabled or up to 16 dual core processors with Hyperthreading disabled.

⁹ Dual-core Intel Xeon 5000 Series processors.

¹⁰ Dual-core Intel Xeon 5100 series processors.

¹¹ Quad-core Intel Xeon 5300 series processors.

¹² Dual-core Intel Xeon 7000 series processors.

¹³ Dual-core Intel Xeon 7100 series processors.

¹⁴ Dual-core Intel Xeon LV processors.

¹⁵ Single-core processor support only.

¹⁶ Dual-core processor support.

¹⁷ AMD Opteron 200 series, Rev E, dual core processors.

¹⁸ AMD Opteron 2000 Series Rev F dual core processors.

¹⁹ AMD Opteron 8000 series Rev F processors.

²⁰ Supported with LSI1068E and SAS drives only.

²¹ Supported with SAS drives only.


Table 11. IBM Server Support

Product	Model	ESX Server 3.0	ESX Server 3.0.1
BladeCenter	HS20-7981		X ^{16, 14}
	HS20-8832 (32 bit)	X ³	X ³
	HS20-8832 Nocona	X ³	X ³
	HS20-8843	X ³	X ³
	HS21-8853		X ^{10, 11}
	HS40-8839	X ³	X ³
	LS20-8850	X ^{1, 17}	X ^{1, 17}
	LS21		X ¹⁹
	LS41		X ¹⁹

- ¹ Certified single and dual-core Opteron.
- ² Only single-core Opteron systems.
- ³ Intel single-core processors.
- ⁴ Both single and dual-core Intel processor support.
- ⁵ During installation of ESX Server 3.0 on the IBM e326 server, USB keyboards can become unresponsive. For a workaround, see the VMware knowledge base article 2152 (http://www.vmware.com/support/kb/enduser/std_adp.php?p_faqid=2152).
- ⁶ Supported only in dual-core configurations with SCSI disks.
- ⁷ Up to 4 nodes, up to 16 single core processors.
- ⁸ Up to 4 nodes, up to 16 single core processors with Hyperthreading enabled or up to 16 dual core processors with Hyperthreading disabled.
- ⁹ Dual-core Intel Xeon 5000 Series processors.
- ¹⁰ Dual-core Intel Xeon 5100 series processors.
- ¹¹ Quad-core Intel Xeon 5300 series processors.
- ¹² Dual-core Intel Xeon 7000 series processors.
- ¹³ Dual-core Intel Xeon 7100 series processors.
- ¹⁴ Dual-core Intel Xeon LV processors
- ¹⁵ Single-core processor support only.
- ¹⁶ Dual-core processor support.
- ¹⁷ AMD Opteron 200 series, Rev E, dual core processors.
- ¹⁸ AMD Opteron 2000 Series Rev F dual core processors
- ¹⁹ AMD Opteron 8000 series Rev F processors.
- ²⁰ Supported with LSI1068E and SAS drives only.
- ²¹ Supported with SAS drives only