Service Provider Characteristics

Service providers generally have one or more of the following:
- Active and Motivated
- Existing service operation
- Service orientated
- Good understanding of products and technology
- Willing to invest resources and effort
- Sustainable sales volumes

Key Contacts

Contact any of the following to enroll in the program or to obtain additional information
- Herb Francis
  US Service Consultant
  877-679-2748
  hlfranc@us.ibm.com
- Lisa Wright
  Canada Service Consultant
  416–478–8685
  wrightl@ca.ibm.com
- *Tom McEvoy*
  Mgr.,WW BP Warranty Channel
  919-517-0255
  mcevoyt@us.ibm.com
- David Philipp
  Program Manager
  678-496-4592
  dphilipp@us.ibm.com
- Mark Lindsley
  Program Manager
  919-248-3529
  mdlindsl@us.ibm.com
- BP Warranty Support Center
  800-426-7299 Option 2
  bpwsc@us.ibm.com

Resources and Tools

Business Partner Resources
- xSeries Support Repository
- Warranty Service Providers
- Web based Training
- Training Road Maps
- Warranties, licenses and maintenance
- Warranty Lookup
- Electronic Warranty Claim Processing
- PartnerWorld

Service and Support Tools
- Phone Technical Support 800-IBM-7299; option 1 (Authorization ID and PIN required)
- Support for System x
- Support and Downloads
- Support for BladeCenter
- Product Publications
- IBM Dynamic System Analysis
- System x Tool Center
- IBM Hardware Maintenance Manual Index

Comments and feedback to dphilipp@us.ibm.com

Warranty Service Programs

IBM

IBM System x™ & IBM BladeCenter®
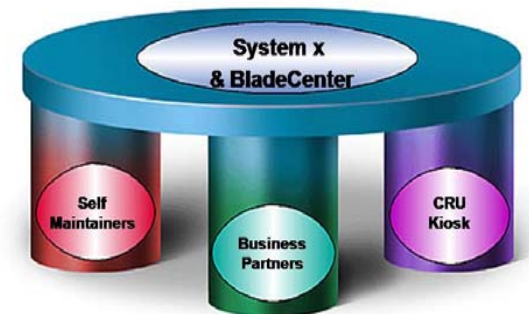
The information you need to become a *Warranty Service Provider* which enables you to provide IBM warranty service and support for IBM System x and IBM Storage for System x products

Put the **power** of
IBM
behind *your* business

IBM PartnerWorld

OVERVIEW

The marketplace has changed. Customers require faster problem resolution and higher levels of overall service performance. IBM's System x Warranty Service Programs can help you keep pace with today's ever growing demands.

Warranty Service Programs
- Approved Warranty Service Provider (ASP) – IBM authorized resellers can be approved by IBM to offer warranty services for the products they sell. As an ASP, delivering warranty service has the potential to increase your visibility and value to your customers, and provide a revenue stream which may lower costs and improve margins.

- Warranty Service Self Maintainer (WSSM) – provides IBM customers, who have internal support structures, the ability to perform their own warranty repairs. The WSM Program allows IBM customers to perform warranty service on eligible IBM products in their own company.

BENEFITS

ASP Program
Business Partners
- Enhance Credibility with your customers
- Strengthen Partnership with IBM
- Potential for Business Growth
- Financial Benefits
  - Labor and Travel Reimbursements
  - Pay for Performance
- Increased Offerings Portfolio

Business Partner Customers
- One Stop Shop for both sales and warranty service
- Local Expert Support

WSSM
- Helps reduce downtime, increase productivity and emergency response time
- Capability to balance workloads and business priorities by choosing to either perform warranty service with internal resources or use IBM or other ASPs
- Broadens the knowledge, skills and ability of internal support teams
- Offset IT costs through labor reimbursements for each warranty claim

KEY PROGRAM ELEMENTS

Reimbursements
Labor & travel reimbursements are paid for each warranty repair performed by an ASP or WSM. Payments are based on the type of product (e.g. Workstation, High End Server/Blade or Storage) and component type (e.g. Customer Replaceable Unit; CRU).

Recognition
The **ASP Program** incorporates a Pay for Performance (PFP) component that provides a premium to those servicers who provide the highest levels of quality service.

Parts
Parts for warranty service are provided free of charge from IBM's WW parts infrastructure.

Training
Training is web based and free of charge. Technicians must have the Server+ certification, and pass basic IBM training tests. Additional training and testing is required depending on types of machines to be serviced. Free hands-on training is available for high end servers and blades

Service Quality
Monitored by IBM through Customer satisfaction surveys and service metrics (e.g. first time fixes).